

Learning and Teaching English through SPEEXX Online Multimedia Program: Satisfactions and Benefits

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Abstract

This research aimed to study satisfaction towards using SPEEXX multimedia computer program of students at Kamphaeng Phet Rajabhat University, Thailand. The 370 participants were selected by Convenience or Accidental Sampling from Kamphaeng Phet Rajabhat students who registered in Foundation English and English for Communication subjects of the first semester in academic year 2014. The questionnaire was used to evaluate the satisfaction towards using SPEEXX multimedia computer program of Kamphaeng Phet Rajabhat students. The collected data were analyzed using percentage, means, and standard deviation. The results showed that Kamphaeng Phet Rajabhat students were satisfied towards using SPEEXX multimedia computer program with 4 sides; the overall at a medium level ($\bar{x} = 3.27$, S.D. = 0.14). When considering each sides was identified that the input factors of the program SPEEXX at a medium level ($\bar{x} = 3.33$, S.D. = 0.84), with the process or providing access to learning on their own activities at a medium level ($\bar{x} = 3.10$, S.D. = 1.11), with the activities of SPEEXX program at a medium level ($\bar{x} = 3.01$, S.D. = 1.13), and with the obtained results from using SPEEXX program at a medium level ($\bar{x} = 3.07$, S.D. = 1.19). The SPEEXX program was identified by students' opinion that it was a difficult application-- the systems were out of order, not responding. Furthermore, the issue of recommendations on the system working should not interrupt frequently, not enough equipment for using, more explained before using SPEEXX program and it should be guide from the teacher. In addition, it should be able to use both inside and outside university and also should have training before using it. In contrast, the students are impressed in using the SPEEXX program because the contexts were interesting and it can help them for developing English language both listening, speaking and reading skills.

Keyword: Learning and Teaching English, Satisfaction, SPEEXX, KPRU students

1. Introduction

Technology plays a roll in daily life at the same time Social Networks (Online) are the role of communication like YouTube, twitter, Instagram, Line Application and facebook are contributed immensely to the field of communication both business field entertainment, and news together with in the field of education. They support in learning inside and outside class. English is considered the language for using to communicate around the world. Different language, different culture, different people need to use English as the primary. (Jarunee Maneekul, 2011).

Social Network: Using online for Communication

In knowledge management for promoting students' activities in education like facebook that can develop effectively techniques and methods such as learning search, brainstorming. These are comfort for assignments and can help for learning interaction between teachers and students. The transfer of knowledge and reducing stress together with enhancing a positive attitude towards learning can make the learners improve. Teachers should take the model of activities that focus on the more creative knowledge the more activities through social network. (Itidharom M. Singhara and Payung Cedar, 2015).

Social Network (Online Media) for teaching and learning

The earlier learning and teaching, the teacher just only had told everything to the learners. At the present, the world of learning changed, the learners can build the self-learning by using the technology like a smart phone and learning on the globalization that is so fast and can connect the data for a new searching for sending and receiving unlimitedly on the social media. Social media is the key tool for lifelong learning and can integrate the knowledge from in and out of the classroom and everywhere. Language lives and changes all the time. Learning at the undergraduate level cannot avoid working by using the computer. They are comfortable for storing the data both using the conversation between the learners and instructors. Using the social media are the main participation and interaction for supporting the main goal and the main of Human being strategy development according to the National Economic and Social Development Plan, issue 11 (2012-2016); focuses on human being development continuously and enhances on lifelong learning with the social media, cited on Yonia Yencharm, (2012).

Learning and teaching English through online multimedia program: Education inequality problem

The bases on diversity of learning English communication cannot learn enough efficiency. Kamphaeng Phet Rajabhat University recognizes and realizes for education by self-learning through online that will transfer to the 21st century education. The KPRU. announcement "Indicator and criteria with the performance assessment in English skills for students 2010", it is used for evaluating of their English language skills for students and focus on development in English skills effectively for communication. SPEEXX multimedia computer program is used for students who resigned on English for Communications and Foundation English course. The problems in communication for connecting, using with the multimedia SPEEXX program, like a USER NAME problem and the process or providing access with self-learning activities and also the officers' services and listening-speaking program had affected towards students. These were problems in using on SPEEXX multimedia computer program.

2. Research Objective

To study satisfaction towards using SPEEXX multimedia computer program of students at Kamphaeng Phet Rajabhat University.

3. Research Methodology

3.1 Samples

The research samples were 370 students who registered in the course namely English for communication and English Fundamental of the first semester in 2014 that

were learning together by using SPEEXX multimedia computer program and who took the pretest and posttest.

3.2 Research Instruments

The researcher created the questionnaires to investigate the satisfaction towards using SPEEXX multimedia computer program of students at Kamphaeng Phet Rajabhat University. The questionnaires were constructed by open-ended and closed-end based on Best W. John, (1997). A 5- point Likert-type scale questionnaire was used as a data collection instrument in order to obtain students' satisfaction towards using SPEEXX multimedia computer program. The questionnaire was divided into four main sections. The first section; students with a side of the input factors of the SPEEXX multimedia computer program, the second section; students with the side of processing or providing access for learning on their own activities, the third section; students with the side of the activities of SPEEXX multimedia computer program, and the last section; students with the side of obtained results from using SPEEXX multimedia computer program. The rating scales in the questionnaires were; 1 means Extremely Unsatisfied, 2 means Unsatisfied 3 means Somewhat Satisfied, 4 means Satisfied, and 5 means Extremely Satisfied.

3.3 Data Collection

The 370 participants were selected by Convenience or Accidental Sampling from KPRU. students who registered in Foundation English and English for Communication subjects. The components of satisfaction were divided into 4 sections; the input factors of the SPEEXX multimedia computer program, the process or providing access for learning on their own activities, the activities of SPEEXX multimedia computer program, and the obtained results from using SPEEXX multimedia computer program. The data was applied by three experts, with the following formula; IOC. (Index of consistency: IOC) and replaces the Index of Item-Objective Congruence up to .05 (Boochom Srisa –Ard. 2002).

3.4 Data Analysis

Data collected were analyzed by means of percentage and standard deviation. The questionnaires were rated to find the mean and standard deviation and based on the criterion development (Best W. John. (1997, p 190) as following:

4.50 - 5.00	indicates the highest satisfaction level
3.50 - 4.49	indicates high satisfaction level
2.50 - 3.49	indicates moderate satisfaction level
1.50 - 2.49	indicates low satisfaction level
1.0 - 1.49	indicates the lowest satisfaction level

4. Research Results

The results were presented according to the research objective as following:

Section 1: Personal information of the samples

Table 4.1

Personal information of the samples

gender	Frequency (n=370)	Percentage (%)
Male	158	42.7
Female	212	57.3
Total	370	100.0

Section 2: The Analysis results of satisfaction towards using SPEEXX multimedia computer program of students at KPRU, as following: Table 4.2.2-4.2.6

Table 4.2.2

The Average, Standard Deviation of satisfaction in the side of input factors of the SPEEXX multimedia computer program

Questions	N=370 Students		Levels of Satisfaction
	\bar{X}	S.D.	
The side of the input factors of the SPEEXX multimedia computer program			
1.The place for accessing with using of computer software, SPEEXX multimedia computer program.	3.02	1.11	moderate
2.Good services, recommendations from the officers of Language institute	3.14	1.01	moderate
3. The number of "User" was not enough for accessing with using SPEEXX multimedia computer program.	3.38	1.02	moderate
4. The access was not interrupted in using of SPEEXX multimedia computer program	3.58	0.02	high
5. The period with using of SPEEXX multimedia computer program were appropriate.	3.53	1.06	high
Average (N = 370)	3.33	0.24	moderate

As shown in the table 4.2.2, the results showed that the students were satisfied with the overall input factors of the SPEEXX multimedia computer program at a moderate level ($\bar{x} = 3.33$, S.D = 0.24) when considered each side were a high level ($\bar{x} = 3.58$, S.D = 0.02) with the access was not interrupted in using of SPEEXX multimedia computer program and ($\bar{x} = 3.53$, S.D = 1.06) with The period with using of SPEEXX multimedia computer program were appropriate.

Table 4.2.3

The Average, Standard Deviation of satisfaction in the side of processing or providing access for learning on their own activities

Questions	N=370 Students		Levels of Satisfaction
	\bar{X}	S.D.	
The side of processing or providing access for learning on their own activities			
1. Public relation of SPEEXX multimedia computer program was clear.	3.02	1.11	moderate
2. There were varieties of SPEEXX multimedia computer program.	3.14	1.01	moderate
3. Activities of using of SPEEXX multimedia computer program were interesting and benefit.	3.17	1.16	moderate
4. The SPEEXX multimedia computer program supported on learning activity.	3.49	1.10	moderate
5. The SPEEXX multimedia computer program supported and created students' learning.	3.23	1.15	moderate
6. The SPEEXX multimedia computer program should use 2 hours per week on Listing and Speaking of the period-16 weeks 38 hours.	2.96	1.10	moderate
7. Using the SPEEXX multimedia computer program helped students approve in English.	2.69	1.11	moderate
Average (N = 370)	3.10	0.25	moderate

As shown in the table 4.2.3, the results showed that the students were satisfied with the overall process or providing access to learning on their own activities at a moderate level ($\bar{x} = 3.10$, S.D = 0.25) when considered each side, the activity for supporting in learning was at a high of average ($\bar{x} = 3.49$, S.D = 1.10)

*Table 4.2.4
The Average, Standard Deviation of satisfaction in the side of activities of SPEEXX multimedia computer program*

Questions	N=370 Students		Levels of Satisfaction
	\bar{X}	S.D.	
The side of the activities of SPEEXX multimedia computer program			
1. There are varieties interesting of activity in learning on the SPEEXX multimedia computer program.	2.98	1.13	moderate
2. Rich contents of the SPEEXX multimedia computer program	3.10	1.05	moderate
3. Appropriate activities for learning from the SPEEXX multimedia computer program	3.08	1.12	moderate
4. Contents were not complex in the SPEEXX multimedia computer program.	3.38	1.18	moderate
5. The SPEEXX multimedia computer program can motivate the students faster on listening and speaking.	3.04	1.18	moderate
6. The SPEEXX multimedia computer program was difficult for using.	2.96	1.10	moderate
7. Learning Listening and Speaking English skills were benefit on the SPEEXX multimedia computer program	2.79	1.15	moderate
8. Learning Listening and Speaking English skills in the SPEEXX multimedia computer program were confused.	2.77	1.14	moderate
Average (N = 370)	3.01	0.19	moderate

As shown in the table 4.2.4, the results showed that the students were satisfied with the overall at a moderate level ($\bar{x} = 3.01$, S.D = 0.19) when considered each side showed at the least ($\bar{x} = 2.77$, S.D = 1.14) with learning Listening and Speaking English skills in the SPEEXX multimedia computer program were confused and ($\bar{x} = 2.79$, S.D = 1.15) with learning Listening and Speaking English skills were benefit on the SPEEXX multimedia computer program.

Table 4.2.5

The Average, Standard Deviation of satisfaction in the side of obtained results from using SPEEXX multimedia computer program

Questions	N=370 Students		Levels of Satisfaction
	\bar{X}	S.D.	
The side of obtained results from using SPEEXX multimedia computer program.			
1. SPEEXX multimedia computer program was benefit for learning.	3.12	1.24	moderate
2. SPEEXX multimedia computer program was support for learning.	3.02	1.07	moderate
3. SPEEXX multimedia computer program will improve for learning.	3.02	1.16	moderate
4. SPEEXX multimedia computer program can develop a good learning.	3.44	1.20	moderate
5. SPEEXX multimedia computer program can build the motivation on Listening and Speaking skills.	3.04	1.19	moderate
6. SPEEXX multimedia computer program were for Listing and Speaking English skills.	3.00	1.15	moderate
7. Studying with SPEEXX multimedia computer program can make you to speak with the foreigners.	2.98	1.29	moderate
8. Every times feel stress on listening and speaking English skills when using SPEEXX multimedia computer program.	2.92	1.24	moderate
Average (N = 370)	3.07	1.19	moderate

As shown in the table 4.2.5 the results showed that the students were satisfied with the overall at a moderate level (\bar{x} = 3.07, S.D = 0.19) when considered each side were at the least (\bar{x} = 2.92, S.D = 1.24) with every times feel stress on listening and speaking English skills when using SPEEXX multimedia computer program.

Table 4.2.6

The Average, Standard Deviation with the overall of satisfaction towards using SPEEXX multimedia computer program

Contents	N=370 Students		Levels of Satisfaction
	\bar{X}	S.D.	
The side of input factors of the SPEEXX multimedia computer program	3.33	0.84	moderate
The side of processing or providing access for learning on their own activities	3.10	1.11	moderate
The side of activities of SPEEXX multimedia computer program	3.01	1.13	moderate
The side of obtained results from using SPEEXX multimedia computer program.	3.07	1.19	moderate
Average	3.27	0.14	moderate

Level of satisfaction: 5 = highest/excellent, 4 high/good, 3 = moderate/neutral, 2 low/fair, 1 the lowest/poor Likert Scale, Best, 1981.)

The overall of the satisfaction towards using SPEEXX multimedia computer program were moderate level ($\bar{x} = 3.27, S.D = 0.14$)

Section 3: Students’ opinions and recommendations of satisfaction towards using SPEEXX multimedia computer program as the following

The first issue; impression on the services in the use of SPEEXX multimedia computer program were 1) the access of SPEEXX multimedia computer program can improve listening, speaking and reading. 2) SPEEXX multimedia computer program was interesting, and 3) the officers can solve and recommend to the students. The second issue; unimpressonable SPEEXX multimedia computer program were difficult , out of order, waste of time for studying, and using on talking were not responded and not gained the point. The third issue; SPEEXX multimedia computer program should be improved in using, the smooth system, improved exercises because there are too many, improved equipments because the device is not enough to use, and need to be better on public relation and should explain to the students for understanding. The fourth issue; SPEEXX multimedia computer program should improve on using, the teacher should be guided neatly on exercises, the students can use it inside and outside, and should take a seminar before accessing the program and last the fifth issue; some of the students recommended that they should give up because it wasted time for learning in class, no benefit, not support learning, and should not link and set together with the other subjects.

5. Discussion

The following points based on the research result were discussed:

5.1 The first issue: The side of input factors of the SPEEXX multimedia computer program; the results showed that the students satisfied with the overall at a moderate level because of the access with the user was not enough and the period of using did not comfort. Therefore, the university should be planed and resolved with supporting to the students' need. This research was difference from the research of actors affecting health officers' satisfaction toward the use of java health center information system (JHCIS) of health promotion Tambon hospital and primary care unit: a case study of Phangaga found that the factor of the satisfy with the overall in using of multimedia software at a high level to the highest level, this is because of the systems were comfortable and not difficult for using, program was performance and effectiveness of services. Tanawat Chareon-Ngarn (2011). These were indicated that the SPEEXX multimedia computer program was not enough for effectiveness, responsiveness, complexion both the difference of the process in accession and services.

5.2 The second issue: The side of processing or providing access for learning on their own activities; The results showed that the students satisfied with the overall at a moderate level and having considered with the side of listening-speaking skills were not enough improving and the SPEEXX multimedia computer program should use 2 hours per week on Listing and Speaking of the period-16 weeks 38 hours were on the least. The students were unimpressionable processes or activities because of the factors of lifestyle in university life both students' activities were not supported and were difficult for accessing, on the other hand, the research of Tanawat Chareon-Ngarn (2011) found that the factor of the satisfy with the overall in using of multimedia software at a high level to the highest level of the systems were comfortable and easy to use together with learning by their own effectively.

5.3 The third issue: The side of activities of SPEEXX multimedia computer program; The results showed that the students satisfied with the overall at a moderate level and also found that the issue of listening and speaking skills were confused with the benefit at a moderate level respectively. This may be the management of activities that related with the factor of consistency or students' needed were not enough on the university life. Therefore, learning English as a Foreign Language & English as a Second Language, as in the research of Itdharom Mitsuvan Singhara & Payung Cedar (2016), "Multimedia and Social networks or online were the key on the learning language to access the realistic learning. Not only these will make students to be able to communicate or conversation that can access to a direct language but also can learn cultures and enjoy for learning together. At present, learning and teaching language management both inside class and the learners can access the language acquisition in two ways; Naturalistic language acquisition and Instructed classroom acquisition")Puscak & Otto, 1997.

5.4 The fourth issue: The side of obtaining results from using SPEEXX multimedia computer program; The results showed that the students were satisfied with the overall at a moderate level and having considered with the side of listening-speaking skills made students to speak with the foreigners and make students seriously. These were indicated learning from SPEEXX multimedia computer program, the students were unimpressionable and not enough for acceptances, interaction, comfortable for using. These were led to have the affect with education quality and self-learning, cited in Office of the Higher Education Commission, (2001). as said that "the key factors for

supporting learning were consisted of physical, equipments, technology, services, together with officers' services such as classroom, access center, technology's services like a computer, Wi-Fi and so on. The research of Ladda Kullananan (2001) indicated the motivation were the factors affecting that contributed significantly on the way of acceptance and relationship with team workers.

5.5 The last issue: Opinions and suggestions of KPRU's students with using the SPEEXX multimedia computer program; the students suggested both the needs and unneeded found that the unimpressable SPEEXX multimedia computer program were difficult to use, congestion on system and no reaction in speaking. Moreover, the issue of improving on system working should support for example equipment, explain or provide guideline for the program before accessing the program for understanding and should be trained both inside and outside using. On the other hand, the research of Tanawat Charueongarn (2011), indicated that satisfaction towards using data system program (JHCIS) with the overall was a high level; easy to use, good monitor suitability design, ready on setting the USER, consistency program, correct on data, suitability software, easy for understanding on language, good interpersonal of the officers, modern equipments on a high level.

In contrast of this research results, some students were impressed with using the SPEEXX multimedia computer program, because of standard deviation was higher 1.00. These indicated that may be considerate on the interesting contexts and could help student's listening-speaking skills and self-learning for reading. Consequence, the self satisfactions will come from the need that the needs to occur. Learning and teaching language management not only inside class but also the learners can access the language acquisition in two ways; Naturalistic language acquisition and Instructed classroom acquisition, cited in Itdharom Mitsuvan Singhara & Payung Cedar (2016).

6. Conclusion

Satisfaction towards using SPEEXX multimedia computer program of students at Kamphaeng Phet Rajabhat university found with the overall of 4 sides; the side of the input factors, the side of processing or providing access for learning on their own activities, the side of the activities, and the side of obtained results from using SPEEXX multimedia computer program at a moderate level.

7. Recommendations

The following are some recommendations based on the benefit of this research results:

7.1 SPEEXX multimedia computer program should be easy to use and improve system stability and consistency.

7.2 The university and the responsibility of the officers should be awareness and indicated the important of English and prevent from buying SPEEXX lesson, the overload of SPEEXX multimedia computer program make the students not to have the time for reading a textbook and increasing works.

7.3 SPEEXX multimedia computer program should be appropriately both contents and period of the time.

7.4 SPEEXX multimedia computer program should not limit in university.

7.5 The people who does the SPEEXX multimedia computer program cannot guarantee of a good grade and excellent in English.

7.6 The SPEEXX multimedia computer program should improve both speaking mode and the point's level.

7.7 The access was not easy, difficulty can make a corruption on the exercises for getting the points, and these were affected with the development on the realistic learning from SPEEXX program.

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