

**INVESTIGATING EFL VOCATIONAL HIGH SCHOOL STUDENTS'  
ONLINE LEARNING SATISFACTION DURING THE COVID-19  
PANDEMIC AND STUDENTS' EXPECTATIONS TOWARDS  
BLENDED LEARNING IN POST-PANDEMIC ERA**



**By:**

**KETUT ANDITA RAI SAVITRI**

**NIM 1912021111**

**ENGLISH LANGUAGE EDUCATION**

**FOREIGN LANGUAGE DEPARTMENT**

**LANGUAGES AND ART FACULTY**

**GANESHA UNIVERSITY OF EDUCATION**

**SINGARAJA**

**2023**

**INVESTIGATING EFL VOCATIONAL HIGH SCHOOL  
STUDENTS' ONLINE LEARNING SATISFACTION DURING  
THE COVID-19 PANDEMIC AND STUDENTS'  
EXPECTATIONS TOWARDS BLENDED LEARNING IN THE  
POST-PANDEMIC ERA**

**THESIS**

Submitted to

**Universitas Pendidikan Ganesha**

**To Fulfill One of the Requirements in Completing  
The Undergraduate Program in English Language Education**

By

**Ketut Andita Rai Savitri**

**NIM 1912021111**

**ENGLISH LANGUAGE EDUCATION STUDY PROGRAM**

**FACULTY OF LANGUAGES AND ARTS**

**GANESHA UNIVERSITY OF EDUCATION**

**SINGARAJA**

**2023**

**SKRIPSI**

**DIAJUKAN UNTUK MELENGKAPI TUGAS DAN MEMENUHI  
SYARAT-SYARAT UNTUK MENCAPAI GELAR SARJANA  
PENDIDIKAN**

Menyetujui,

Pembimbing I



Made Hery Santosa, Ph.D  
NIP. 197910232003121001

Pembimbing II



I Putu Indra Kusuma, Ph.D.  
NIP. 198701172014041001

Skripsi oleh Ketut Andita Rai Savitri ini

Telah dipertahankan di depan dewan  
penguji

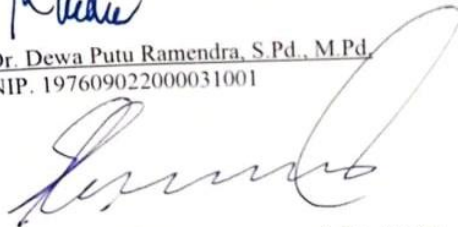
Pada tanggal 13 Februari 2023

Dewan Penguji,



Dr. Dewa Putu Ramendra, S.Pd., M.Pd.  
NIP. 197609022000031001

(Ketua)



I Putu Ngurah Wage Myartawan, S.Pd., M. Pd.  
NIP. 198210052006041005

(Anggota)



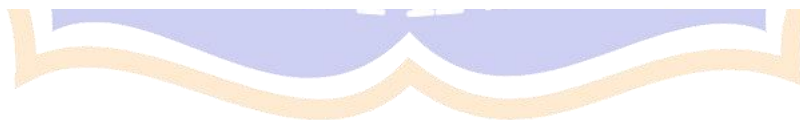
Made Hery Santosa, Ph.D  
NIP. 197910232003121001

(Anggota)



I Putu Indra Kusuma, Ph.D  
NIP. 198701172014041001

(Anggota)



Diterima oleh Panitia Ujian Fakultas Bahasa dan Seni

Universitas Pendidikan Ganesha

Guna memenuhi syarat-syarat untuk mencapai gelar sarjana Pendidikan

Pada:

Hari : Jumat

Tanggal : 17 Februari 2023

Mengetahui

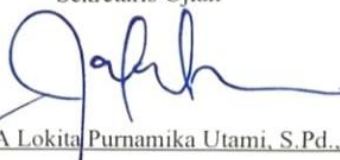
Ketua Ujian

Sekretaris Ujian



Dr. Dewa Putu Ramendra, S.Pd., M.Pd.

NIP. 197609022000031001



Dr. I G A Lokita Purnamika Utami, S.Pd., M. Pd.

NIP. 198304022006042001

Mengesahkan,



Dr. A Made Sutama, M.Pd.

NIP. 196004241986031002

#### PERNYATAAN

Dengan ini saya menyatakan bahwa karya tulis yang berjudul "*INVESTIGATING EFL VOCATIONAL HIGH SCHOOL STUDENTS' ONLINE LEARNING SATISFACTION DURING THE COVID-19 PANDEMIC AND STUDENTS' EXPECTATIONS TOWARDS BLENDED LEARNING IN THE POST-PANDEMIC ERA*" beserta seluruh isinya adalah benar-benar karya sendiri dan saya tidak melakukan penjiplakan dan pengutipan dengan cara yang tidak sesuai dengan etika yang berlaku dalam masyarakat keilmuan. Atas pernyataan ini, saya siap menanggung resiko/sanksi yang dijatuhkan kepada saya apabila kemudian ditemukan adanya pelanggaran atas etika keilmuan dalam karya saya ini atau ada klaim terhadap keasliankarya saya.

Singaraja, 13 Februari 2023

Yang membuat pernyataan,



Ketut Andita Rai Savitri

NIM. 1912021111



## ACKNOWLEDGEMENT

The writer would like to give the greatest gratitude Ida Sang Hyang Widhi Wasa because of his blessing, this research entitled “**Investigating EFL Vocational High School Students’ Online Learning Satisfaction during the COVID-19 Pandemic and Their Expectations towards Blended Learning in the Post-Pandemic Era**” could be accomplished in time.

The writer also would like to appreciate the people were giving support, time, guidance and patience during the accomplishment of this research paper. The writer would like to say thanks to:

1. Made Hery Santosa, S.Pd., M.Pd., Ph.D. as the first supervisor who is always willing to give support, time and guidance to help the writer to finish this research paper
2. I Putu Indra Kusuma, S.Pd., M.Pd., Ph.D. as the second supervisor who is always willing to give feedback, suggestion, and time to help the writer in finishing this research paper
3. I Putu Ngurah Wage Myartawan, S.Pd., M.Pd. as the examiner who is giving suggestions and feedback to the writer
4. All the English Language Education lectures who have shared a lot of knowledge to the writer
5. My parents, Gede Ngurah Ronny and Made Murni for the support, time, pray, motivation and love for this unforgettable memories
6. My sisters and brother, Luh Putu Vina Ariessantini, Made Vira Sadvika Dewi, Komang Ricky Aditya Devarata for the support and motivation to the writer
7. Dear friends, Herlina Bella, Sri Suci, Ari Dwipa and Bayu Kartika for all the support and helping each other for this journey
8. All of the teachers and students of SMK Negeri 1 Singaraja for the time to help the writer
9. And all of the people who got involved and the writer cannot mention it one by one

This research is still far away from perfection. Moreover, the criticisms and suggestions are welcome and appreciated for this research.

Singaraja, 13<sup>th</sup> February 2023

Ketut Andita Rai Savitri

## TABLE OF CONTENTS

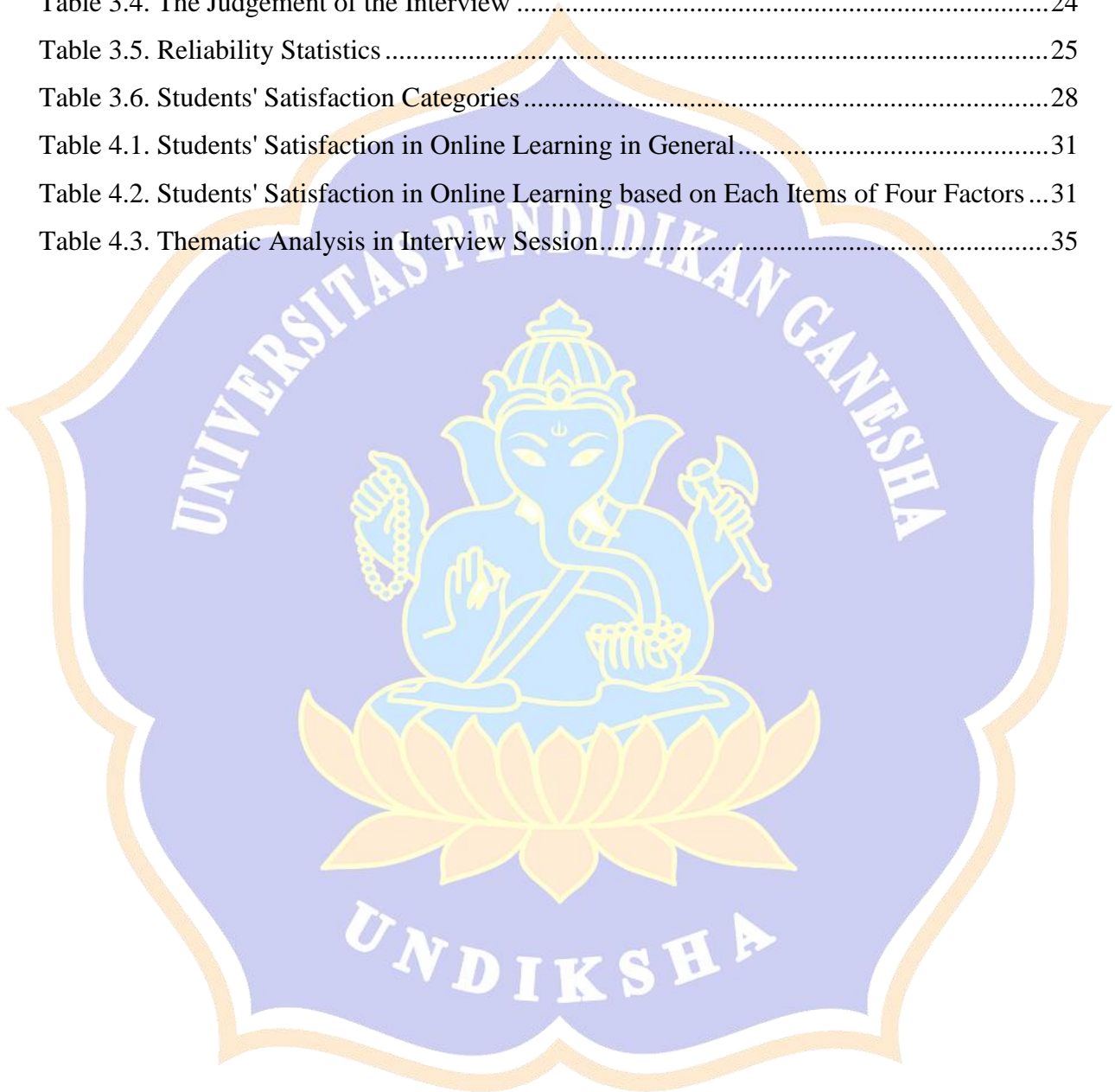
ABSTRACT.....	x
TABLE OF CONTENT.....	xii
LIST OF TABLES.....	xiv
LIST OF FIGURES.....	xv
LIST OF APPENDIXES.....	xvi
<b>CHAPTER I INTRODUCTION.....</b>	<b>1</b>
1.1 Research Background.....	1
1.2 Problem Identification.....	5
1.3 Problem Limitation.....	6
1.4 Problem Statement.....	6
1.5 Research Objectives.....	7
1.6 Research Significance.....	7
<b>CHAPTER II LITERATURE REVIEW.....</b>	<b>8</b>
2.1 Theoretical Review.....	8
2.1.1 Students' Satisfaction.....	8
2.1.2 Theory of Online Learning.....	9
2.1.3 Online Learning during the COVID-19 Pandemic.....	9
2.1.4 Online Learning in EFL Context.....	11
2.1.5 Students' Satisfaction in Online Learning.....	12
2.1.6 Blended Learning in Post-Pandemic Era.....	13
2.1.7 Students' Expectations.....	14
2.2 Empirical Review.....	15
<b>CHAPTER III RESEARCH METHODOLOGY.....</b>	<b>18</b>
3.1 Research Design.....	18
3.2 Research Setting.....	18



3.3 Population and sample .....	19
3.4 Instrument of Data Collection.....	19
<u>3.4.1</u> Online Learning Satisfaction Questionnaire .....	20
3.4.2 Interview Guide .....	20
3.5 Research Instrument Testing.....	20
<u>3.5.1</u> Face Validity .....	21
3.5.2 Content Validity.....	21
3.5.3 Empirical Validity.....	25
<u>3.5.4</u> Reliability.....	25
3.6 Method of Data collection .....	26
3.7 Data Analysis.....	27
<u>3.7.1</u> Quantitative Data Analysis .....	27
3.7.2 Qualitative Data Analysis .....	28
<b>CHAPTER IV FINDINGS AND DISCUSSION .....</b>	<b>30</b>
4.1 Findings.....	30
4.2 Discussion.....	46
4.3 Implications.....	56
<b>CHAPTER V CONCLUSION .....</b>	<b>58</b>
5.1 Summary.....	58
5.2 Conclusions.....	58
5.3 Suggestions .....	60
<b>REFERENCES .....</b>	<b>62</b>
<b>APPENDICIES.....</b>	<b>70</b>

## LIST OF TABLES

Table 3.1. Cross Tabulation.....	23
Table 3.2. Content Validation Success Rate.....	23
Table 3.3. The Judgement of the Questionnaire .....	24
Table 3.4. The Judgement of the Interview .....	24
Table 3.5. Reliability Statistics .....	25
Table 3.6. Students' Satisfaction Categories.....	28
Table 4.1. Students' Satisfaction in Online Learning in General.....	31
Table 4.2. Students' Satisfaction in Online Learning based on Each Items of Four Factors ...	31
Table 4.3. Thematic Analysis in Interview Session.....	35



## LIST OF FIGURES

Figure 1. Conceptual Framework for Online Learning Satisfaction.....	18
Figure 2. Scheme of Method of Data Collection .....	27
Figure 3. The Qualitative Data Analysis Scheme.....	29



## LIST OF APPENDIXES

Appendix 1. The Blueprint of the Questionnaire.....	65
Appendix 2. Expert Judges Sheet Instrument: Questionnaire .....	68
Appendix 3. Final Questionnaire of Students .....	78
Appendix 4. Interview Guidelines Draft.....	81
Appendix 5. Interview Guidelines .....	83
Appendix 6. Expert Judges Sheet Instrument: Interview Guide.....	88
Appendix 7. Final Questionnaire of Students .....	92
Appendix 8. The Result of Empirical Validity .....	106
Appendix 9. The Result of Students' Interview .....	115

