

CHAPTER IV FINDINGS AND DISCUSSION

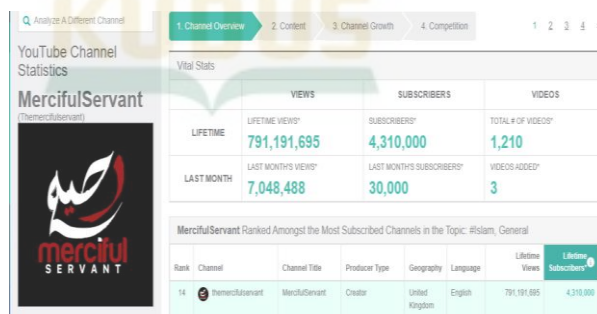
A. Research Findings

This section will discuss the findings of the data obtained by researchers during the research. Research on EFL learner perceptions of using the Islamic YouTube channel "MercifulServant" to improve listening skills was conducted from March to May. In this study, researchers collected data through preliminary research and interviews with several participants. The following are the results of the research data collection:

1. Overview of Islamic YouTube Channel "MercifulServant"

MercifulServant is a channel that carries Islamic-themed content on the YouTube Platform. This channel has been formed since March 2010. This channel, which originates from Great Britain, has many subscribers and has uploaded a lot of content on YouTube. Quoted from the videoamigo.com website, the "MercifulServant" channel is one of the most popular channels and has many subscribers through the Islamic, General categories. Then, until March 2023, the subscribers of this channel reached 4.31 million and had 1.2 thousand videos. Meanwhile, lifetime views reach up to 791 million viewers.¹

Figure 4.1 MercifulServant channel overview



¹ "MercifulServant (Themercifulservant) YouTube Stats: Subscriber Count, Views & Upload Schedule," accessed March 17, 2023, <https://www.videoamigo.com/channel-directory/themercifulservant.amigo#Competition>.

MercifulServant focuses on Islamic content that raises various topics and contains quotes from various world-renowned scholars. Content that is educational and packaged in an attractive way is in great demand by YouTube users. Some of the videos uploaded on this YouTube channel are in English and have subtitles. It makes it easier for viewers to understand the intent of videos in English, especially those whose first language is not English. The Islamic content that is presented can also add insight to the audience about the religion of Islam and increase vocabulary within the scope of religious discussion.

Figure 4.2 Playlist video of “MercifulServant”

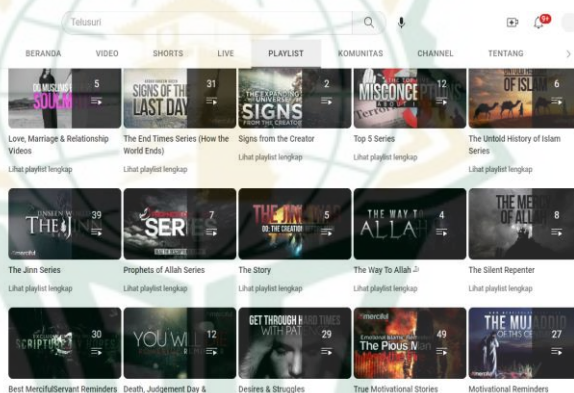
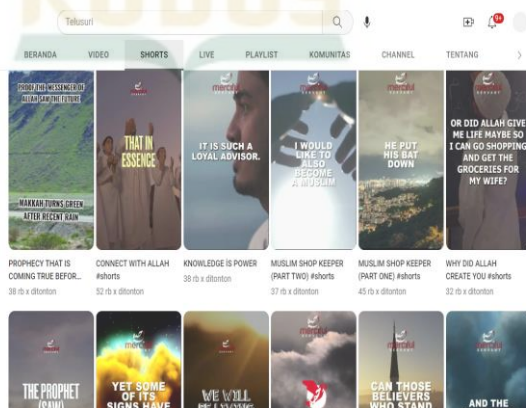


Figure 4.3 Short video of “MercifulServant”



MercifulServant presents various topics which are grouped into several playlists as shown in Figure 4.2. This playlist was created to categorize videos from the channel to make it easier for viewers. Some of the playlists on this channel are the Prophets of Allah series; the untold history of Islam series; motivational reminders; love, marriage, and relationship videos; Ramadan reminder and etc. Apart from that, there are also dozens of short videos, as shown in Figure 4.3.² In this research, the videos are expected to be able to help the audience in improving their listening skills.

The video playlist on the “MercifulServant” channel, which many participants visit, is the Ramadan Reminder. The following is a list of videos watched by research participants with several titles in different playlists:

Table 4.1 Some videos from MercifulServant

N O	VIDEO TITLE	DURATIO N (minutes)	LINK VIDEO
1	Ramadhan - The Angels Descend - Omar Suleiman	4.04	https://youtu.be/MD6hjT1svlk
2	5 Things That Will Destroy The Muslims!	1.42	https://youtu.be/4z8Yz79qOoU
3	Ramadan Powerful	4.51	https://youtu.be/Tc8aiqlx118

² “MercifulServant - YouTube.”

	Reminder		
4	Do Muslims Believe in Soulmates?	3.19	https://youtu.be/ByB7rxwGL9Y
5	Expecting Too Much From Others - Nouman Ali Khan	4.02	https://youtu.be/1RoIC16oJ8I
6	The Evil Eye On Social Media - Mufti Menk	3.03	https://youtu.be/0RoTnJGHJy8
7	What You Must Do For Ramadan 2023	5.42	https://youtu.be/xZNYt1WnHk8
8	Opportunity Of A Lifetime in Norway	1.47	https://youtu.be/W_pSg-8botg
9	Who Does Allah Love?	4.24	https://youtu.be/peDlcSckJns
10	The Iftar Party - Tricks of Shaytaan -	2.58	https://youtu.be/WxjHerjgd68

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2. Data of Preliminary Research

The initial step taken in this study was to conduct preliminary research. The data obtained from this preliminary research will be used as a benchmark in conducting further research. In this preliminary research, the researcher asked the results of the TOEFL part listening test that the participants had done. Researchers ensure that their TOEFL test results are less than 2 years and are still accurate.

Assessment of the TOEFL listening questions is usually the highest score of 68, namely 50 questions correct or all correct. The way to find out the score from the TOEFL listening is by using a conversion table. The following is a conversion table from TOEFL listening:³

Table 4.2 TOEFL Score Conversion

Number of correct answers	TOEFL Score conversion	Number of correct answers	TOEFL Score conversion	Number of correct answers	TOEFL Score conversion
50	68	33	52	16	41
49	67	32	52	15	41
48	66	31	51	14	38
47	65	30	51	13	37
46	63	29	50	12	37

³ Estiwi Retno Purnaning et al., *Big Book TOEFL* (Cmedia, 2014), https://books.google.com/books/about/Big_Book_TOEFL.html?id=OoDBBwAAQBAJ.

45	62	28	49	11	35
44	61	27	49	10	33
43	60	26	48	9	32
42	59	25	48	8	32
41	58	24	47	7	31
40	57	23	47	6	30
39	57	22	46	5	29
38	56	21	45	4	28
37	55	20	45	3	27
36	54	19	44	2	26
35	54	18	43	1	25
34	53	17	42	0	24

This table is usually used to determine the listening skill score on the TOEFL test. For example, if 40 out of 50 questions are correct, the TOEFL score according to the table above is 57. In this study, the researcher only asked the participants' existing TOEFL test results. The next step is the researcher matches the results according to table 2.1 to find out the level of the participants.

Based on Table 2.1, if the participant gets a score of 51 it means that the participant is at level B1. After the researcher knows the level of each participant, the researcher will ask the participant to watch one of the videos from the "MercifulServant" channel content. Participants who were indeed viewers of the channel were asked to watch and listen to one of the videos determined by the researcher again. This was done by researchers to

test their understanding of one of the video content from the YouTube channel. After watching and listening to one of the videos, the researcher tried to ask several questions according to the description of their CEFR-level abilities. The data collection that was carried out by the researcher after that was interviewing some of the participants regarding their perceptions.

The results of the preliminary research conducted by the researchers found that the average of them was at level A2. The results are as shown in the following table:

Tabel 4.3 Preliminary Research Results

	Participant t 1 (LA)	Participant t 2 (AAP)	Participant t 3 (IU)	Participant t 4 (MY)	Participant t 5 (MA)
Score	57	45	41	41	44
Level	B2	A2	A2	A2	A2

After the researchers found out the level results of their listening skills, the researchers showed one of the videos from the "MercifulServant" channel entitled "5 Things That Will Destroy The Muslims!". The researcher chose the video because the video is not too difficult and has a short duration of 1 minute 42 seconds. After watching the video, the researcher asked several questions based on the participants' listening ability levels. The questions asked were made based on the level descriptions in Table 2.2, namely about the important information they captured from the video.

From several A2 level participants, the researchers got the answer that they could capture the meaning of the video. Participants at this level are also able to mention important information or the main points of discussion in the video. In the video there are 5 important things

conveyed by the resource person, some of them can answer the five things mentioned in the video, but not in order, there are also those who can only answer a few. Researchers also asked whether the video was difficult for them or not. Here is the answer from MA,

It's not difficult, for me the audio is clear enough.⁴

In addition, AAP also stated,

Pretty easy, but there are some vocabulary that I don't know. For the pronunciation is clear and pretty fast audio.⁵

there is also, MY stated as follows,

in my opinion it's not too difficult to listen to, and the audio isn't too fast either.⁶

In line with MY, IU also stated,

it's easy because the duration is short, the audio isn't too fast, the pronunciation is clear and the vocab isn't too difficult.⁷

Participants with level B2 are able to capture the meaning of the video and are able to explain information sequentially and in more detail than those at levels A2. Participant B2 is able to mention these five things in order and correctly. According to Participant B2, there was no difficulty in capturing the meaning of the video. LA said as follows,

No, for me the pronunciation is very clear, the audio is not too fast, it can still be understood, and there are no difficulties in listening to this video.⁸

3. Data of Interview

The next step after the preliminary research, the researcher conducted interviews with 5 participants. This

⁴ MA, Interview by researcher, April 13, 2023, result of preliminary research test, transcript.

⁵ AAP, Interview by researcher, April 12, 2023, result of preliminary research test, transcript.

⁶ MY, Interview by researcher, April 13, 2023, result of preliminary research test, transcript.

⁷ IU, Interview by researcher, April 13, 2023, result of preliminary research test, transcript.

⁸ LA, Interview by researcher, April 12, 2023, result of preliminary research test, transcript.

research interview was conducted on April 12 and 13, 2023 at the Islamic campus in Kudus. The type of interview conducted by the researcher was semi-structural, so the researcher made a list of questions beforehand. At the time of the interview, the answers expressed by the participants were recorded by the researcher with the permission of the participants.

In the interview, the researcher asked several questions related to the title of this study. Some of these questions included the participants' listening skills based on their views. Then, the researcher asked about YouTube as a medium for learning English. Besides that, the researcher also asked their opinion about the MercifulServant YouTube channel. The researcher asked several things about the channel, starting from the content, audio, and visuals to the video criteria that made them excited about learning listening skills.

The interview was opened with questions related to the statement that listening is a difficult skill to learn. Some of them agree that listening skills are indeed difficult skills, but some are of the opposite opinion. Researchers also asked about several factors that they thought influenced or made it difficult to learn listening skills. Some participants said whether it was difficult or not depended on the audio. Some say that the audio from native speakers is more difficult because it is considered that the pronunciation is not clear for novice listeners. Meanwhile, another opinion from the participants is that native speech speed which is faster than non-native speakers also makes them feel difficult in understanding audio.

In addition to the several factors mentioned above, according to them, learning media is also one of the factors that influence learning listening skills. The selection of suitable media will affect their enthusiasm for learning. There are several social media that they use in developing listening skills, one of which is YouTube. The five participants in this study used YouTube as a medium for learning listening skills and also used the MercifulServant YouTube channel. The following is data from interviews

conducted with five research participants regarding their perceptions of the MercifulServant YouTube channel,

a. LA

The interview activity with the participant with the initials "LA" was conducted on April 12, 2023, at one of the Kudus Islamic-based universities. LA is an English Education student. During the interview, the researcher asked about LA's English ability. Not only that, but the researchers also asked about the listening skills of these students. According to LA, her English skills so far are average, however, according to her, the English language skill that stands out is her listening skills. In her listening skills, LA said:

"For listening it's quite good depending on the audio. If the audio is too fast, I have a hard time understanding the meaning."⁹

From LA's answer, even though according to her, her ability stands out in listening skills, there are still difficulties when the audio is too fast. In addition, LA also agrees with the statement that listening is a difficult skill to learn for the following reasons,

"Maybe yes, because English is our second language and since childhood, we have not used that language in our daily lives, so it is quite difficult to learn it."¹⁰

In addition, there are also other factors that can affect listening skills, one of which is the learning media.

In LA's opinion, the use of learning media in learning listening skills is very important. The selection of interesting learning media can also be one of the things that trigger enthusiasm for learning. In addition, students also more easily grasp the meaning of learning. As stated by LA below:

⁹ LA, Interview by a researcher, April 12, 2023, Interview 1, transcript.

¹⁰ LA, Interview by a researcher, April 12, 2023, Interview 1, transcript.

"I think it's important, because if the learning media isn't interesting, the aims and objectives of the lesson are not conveyed."¹¹

And LA also added the following,

"The media also influences, because if it's interesting it's easier to understand. Usually, I have to be interested before I want to listen. Sometimes if it's not interesting, I don't really listen to it seriously and so I can't catch its meaning."¹²

The type of media that LA finds interesting or that is often used by LA in learning listening skills is Audio-visual. The reason LA uses audio-visuals is because for her it is more interesting when there are visuals and it doesn't make her get bored quickly. As LA put it this way,

"In my opinion, Audiovisual. Because for me, audio only sometimes gets boring quickly. If it's audio-visual, we can also enjoy the visuals so we don't get bored, even though sometimes it can be distracting and we don't even focus on the audio. But I prefer audiovisual."¹³

In addition, LA said that the audio-visual media used so far is an application that provides trending short videos such as TikTok, Instagram, and YouTube. From these various platforms, LA considers YouTube to be not very attractive now. Even so, YouTube remains a platform that is still used to improve listening skills.

According to LA YouTube is still very helpful for learning listening skills. One of the YouTube channels that LA uses is MercifulServant. Here's what

¹¹ LA, Interview by a researcher, April 12, 2023, Interview 1, transcript.

¹² LA, Interview by a researcher, April 12, 2023, Interview 1, transcript.

¹³ LA, Interview by a researcher, April 12, 2023, Interview 1, transcript.

LA had to say about MercifulServant's YouTube channel,

"The channel is quite useful for learning English listening. Channels that contain Islamic content will add to our vocabulary about Islam as well."¹⁴

LA also added the following explanation about her perception,

"I think the "MercifulServant" channel is quite helpful for learning listening skills. Because the pronunciation is quite clear, the content is quite interesting because the content is short in duration so it doesn't get boring."¹⁵

LA mentioned the reasons for using this YouTube channel,

"The audio for the content on the channel is quite clear with the pronunciation. So for those who are beginners in learning English, it is easy to understand."¹⁶

The researcher also asked about one of the videos that was easy for LA to understand on the channel, namely a video entitled 5 things will destroy Muslims. LA can also explain the contents of the discussion in the video.

Next, the researcher asked about perceptions from LA regarding the use of the MercifulServant Islamic YouTube channel in improving listening skills. Then the answer from LA is as follows,

"Yes, very possible. As I said before, the video is easy to hear, the pronunciation is clear, and adds a lot of vocab."¹⁷

Even though LA thinks so, according to LA YouTube this channel is not suitable for use in classroom

¹⁴ LA, Interview by a researcher, April 12, 2023, Interview 1, transcript.

¹⁵ LA, Interview by a researcher, April 12, 2023, Interview 1, transcript.

¹⁶ LA, Interview by a researcher, April 12, 2023, Interview 1, transcript.

¹⁷ LA, Interview by a researcher, April 12, 2023, Interview 1, transcript.

learning. That's because for today's children, watching lecture content like on this channel will seem boring and less interesting. Besides that, the researcher asked about content criteria which according to LA was suitable for use in listening learning. According to her, the content is creative, following current trends and the content is interesting.

b. AAP

The second participant with the initials AAP is an English language education student at Kudus Islamic University. The interview activity was conducted on April 12, 2023. The interview began with a question about how far her English speaking skills had progressed. According to AAP, her English skill development is quite good. Then when she also disagreed with the statement that listening is a difficult skill to learn. As stated by the AAP below:

"Nope. Depends on the audio or interlocutor. For example, I listen to people talking, and I understand what they are saying, but it is difficult to answer them."¹⁸

According to the AAP, listening skills are easier than speaking skills. Even so, she said that whether it was difficult or not depends on the clarity of the audio, for example, from a native, she still found it difficult. Then, she also mentioned the factors that make it difficult to learn listening skills. The factor is a lack of familiarity with vocabulary, pronunciation, and also the speed of speech in audio.

In addition to discussing listening, the researcher also asked AAP's opinion regarding listening skill learning media. AAP's opinion regarding the important role of interesting learning media in learning listening is in line with LA's answer. The AAP argues as follows,

"Yes agree, because if the media is right it

¹⁸ AAP, Interview by a researcher, April 12,2023, Interview 2, transcript.

means it suits us. Especially if the media is suitable, you can get encouragement to learn listening skills and become more interested."¹⁹

The media that is of interest to AAP is audio-visual type media because if there is visual, it will be more interesting. The media she uses to study and improve her listening skills are the same as LA, namely, Tik tok and YouTube. On YouTube, AAP uses it to play songs and watch English-language content, such as the content on the MercifulServant YouTube channel.

AAP is one of the viewers of the MercifulServant channel. According to AAP, this YouTube channel is an Islamic channel that provides content that is educational and can add insight. Then she added the following,

"In my opinion, from the point of view of the content, it is educative, especially now, during the month of Ramadan, so there is some content that explains Ramadan, of course, it can add insight about Ramadan for me."²⁰

The AAP also stated the reasons for using this YouTube channel,

"I like using this channel because the pronunciation of the voice speakers is good and clear. Apart from that, the contents of the content can also be educational."²¹

According to the AAP, this YouTube channel has the advantage that the speaker's pronunciation is clear so it's easy to understand. However, there are also drawbacks to this YouTube channel, according to her, there is some content that is boring if listened to it continuously.

¹⁹ AAP, Interview by a researcher, April 12,2023, Interview 2, transcript.

²⁰ AAP, Interview by a researcher, April 12,2023, Interview 2, transcript.

²¹ AAP, Interview by a researcher, April 12,2023, Interview 2, transcript.

The video content that is of interest to AAP on this channel is entitled Allah Will Never Forgive This because she gains new knowledge from the video. Besides that, according to AAP, this channel is not suitable for use in classroom learning. That was because for her the audio was too fast and the visuals were not attractive enough to be used in class. The researcher also asked AAP's perception of the MercifulServant YouTube channel in improving listening skills, her opinion is as follows,

"For me, even though the pronunciation is good, it's clear, it seems like something is missing. Maybe it's because of the speed of the speech that it makes it a little difficult for me as an EFL learner or non-native speaker to understand what the speaker means, but if I look at the subtitles I can catch what he means."²²

AAP also added the following,

"In terms of improving listening, it's lacking, but the content is interesting."²³

Meanwhile, the AAP mentioned the content criteria which according to her matched the content criteria that make it easier to improve listening skills. The criterion is that it must be visually attractive, and the work will add to the attractiveness and enthusiasm of students, besides that the audio is slower.

c. IU

The third interview was with a participant with the initials "IU" who is a student at the Islamic University in Kudus. The interview activity with one of the English education students was held on April 13, 2023. During the interview, IU explained her English skills so far. According to her, out of the four English skills, she considers listening to be the most

²² AAP, Interview by a researcher, April 12,2023, Interview 2, transcript.

²³ AAP, Interview by a researcher, April 12,2023, Interview 2, transcript.

difficult and challenging for her. Besides that, she also mentions the factors that influence the difficulty in learning listening skills, such as the answer below,

"The factor that made it difficult for me was because of limited vocab, then also when the audio was from a native speaker the speaking speed was too fast and the pronunciation was different so I missed every listen. So it's hard for me and I don't like listening."²⁴

In addition, choosing the right learning media also affects the ease of improving listening skills. The type of learning media that IU likes is the same as the two previous participants, namely audio-visual.

These participants prefer to use ICT-based learning media. This is because according to her nowadays technology is getting more sophisticated and it must also be utilized optimally. According to IU, she prefers audio-visual media for the reasons she says below,

"I prefer audio-visual because I can listen while watching the visuals. So if we don't understand the audio, we can understand it through the visuals, so the visuals help."²⁵

IU also added about YouTube as follows,

"As long as I study listening using this YouTube. I feel very helpful because yes, she is also a channel about Islam as well, especially since I've watched one of his videos entitled "Sleep, Death & The Soul - What Happens During Sleep", this relates to my habits, so I'm interested in watching and listening to it."²⁶

²⁴ IU, Interview by a researcher, April 13,2023, Interview 3, transcript.

²⁵ IU, Interview by a researcher, April 13,2023, Interview 3, transcript.

²⁶ IU, Interview by a researcher, April 13,2023, Interview 3, transcript.

The learning media used in improving the participants' listening skills is the MercifulServant YouTube channel. This YouTube channel is very useful for her.

Besides that, the reason IU uses YouTube MercifulServant is because the duration of this YouTube content is short and easy to understand and the pronunciation is clear. Then when asked whether or not this channel was suitable for use in improving listening, IU answered as follows,

"I think it fits. Because in this video on the MercifulServant channel, the pronunciation is nice and clear, the demeanor is firm, the visuals are also good. That's all that makes me like this channel. For me, this channel can help my listening. At first, I didn't like listening, but this channel can help to learn my listening skills."²⁷

IU also mentioned the advantages and disadvantages of the MercifulServant YouTube channel, as follows,

"For the advantages, the visuals are in accordance with each discussion used and are also interesting, the speakers are also firm, and the duration is short so it doesn't bore students. As for the drawback, maybe there are some videos whose vocabulary is difficult for me."²⁸

Then IU said that this YouTube channel is suitable if learning in class or independently, especially for Islamic-based schools. The content criteria that IU thinks are interesting are visually interesting channels, short duration, so she doesn't get bored quickly and the speakers are firm and clear like on MercifulServant.

²⁷ IU, Interview by a researcher, April 13,2023, Interview 3, transcript.

²⁸ IU, Interview by a researcher, April 13,2023, Interview 3, transcript.

d. MY

The next interview activity was on April 13, 2023, the researcher conducted an interview with a student with the initials "MY". When the researcher asked about the development of her English skills, MY said that there had been a slight improvement. The improvement she meant was the addition of vocabulary and also the pronunciation, there were a few good changes. Apart from that, MY feels that listening skill is a relatively difficult skill. That's because, for MY listening at the college level is different from what she previously studied at the high school. At the college level listening she found it difficult as she said below,

"Because it is quite difficult for me to talk about listening lessons in English at the college level. When I was in middle school, I could still follow. The problem is that I don't have too many vocabularies, which affects listening difficulties as well."²⁹

Then, related to the factors that affect her listening skill, MY thinks like the previous participant, namely limited vocabulary is still the main problem. Apart from that, the accent of native speakers makes it difficult for listeners to understand the audio.

MY also thinks that the use of appropriate learning media can affect interest in learning listening skills. For MY media is very important because it can help her understand listening. MY preferred type of learning media is audio, according to her to improve listening skills it is more suitable to use audio because it is related to hearing. Even so, MY also uses YouTube videos as learning media. Here's his opinion on YouTube,

"I think it's good because in learning on YouTube it can help in our listening. For example, if we don't know what is being said,

²⁹ MY, Interview by a researcher, April 13,2023, Interview 4, transcript.

we can choose the subtitle feature so it can help us learn listening skills, especially for beginners."³⁰

MY finds it helpful to use YouTube learning media to improve her listening skills. One of the YouTube channels used is the MercifulServant YouTube channel.

This English education student who is also a MercifulServant YouTube user describes this channel as one of the channels that can be used to improve listening skills within the scope of Islamic discussions. Another opinion that MY says is as follows,

"I like the mercifulservant YouTube channel besides the language used is quite easy to hear and the content is also good. Because we are also Muslims, there is a lot of knowledge that is not yet known and can be obtained through videos on this channel."³¹

MY also added her opinion about the audio from native speakers which is not a problem for her. But it does have to play the video a few times to really understand the audio. Then, from this channel, there is a video that according to her made it difficult, namely Ramadhan the Angel Descent. According to her, the video has too many discussions and lots of vocabulary that she doesn't know the meaning of. There is also a video that she likes called The Healing Power of Honey. MY feels that the video has a familiar vocabulary and good and interesting visuals/animations so it's easier to understand.

The participant with the initials "MY" expressed her perceptions about YouTube MercifulServant in improving her listening skills as follows,

³⁰ MY, Interview by a researcher, April 13,2023, Interview 4, transcript.

³¹ MY, Interview by a researcher, April 13,2023, Interview 4, transcript.

"Yes, because I've seen a few videos so the more I come here I feel there is an improvement."³²

MY also added reasons to say there was an increase in listening,

"From several new vocabularies. There is an additional vocabulary of several words every I listen to the video. In addition, I have become accustomed to the native accent and pronunciation."³³

Besides that, according to MY YouTube channel, this can also be used in learning in listening classes, but only as a distraction in listening lessons. That's because listening consists of several types, so you can't just use videos from this channel. According to her, according to the criteria for suitable content for learning listening skills, the visuals can add enthusiasm, namely those that are interesting and the audio is not too fast and the pronunciation is clear.

e. MA

Another participant with the same initials "MA" is also an English education student. This interview with Islamic university students was conducted on April 13, 2023. The interview was opened with the same questions as the other participants. The researcher asked how far her English skills were, then he answered:

"So far, *Alhamdulillah*, there has been better progress because I often watch videos like on YouTube, and from college I can also learn a lot."³⁴

³² MY, Interview by a researcher, April 13,2023, Interview 4, transcript.

³³ MY, Interview by a researcher, April 13,2023, Interview 4, transcript.

³⁴ MA, Interview by a researcher, April 13,2023, Interview 5, transcript.

MA also likes listening skills more than some other skills. Apart from that, the MA also said whether it was difficult or not depended on the audio, if the audio was too fast and the pronunciation was not clear, it would definitely make it difficult for him. If using English subtitles she feels more helpful.

Regarding listening learning media, MA argues that appropriate learning media, what is desired and what is needed will make learning easier. MA also said about the type of listening learning media that was in accordance with her opinion. MA says as below,

"In my opinion, if you are just starting out, you can use the audio-visual first. Because it's also easier because you can see the transcripts that are delivered as well, only after that you can train with only the audio, and even then by listening to audio with easy-to-understand parts first. after that just listen to audio with more difficult parts."³⁵

One of the learning media that she uses is the MercifulServant YouTube Channel. According to MA, the advantages and disadvantages of this YouTube channel are that it can add new vocabulary, especially regarding Islam. Another advantage is that the language is easy to understand and there are also many video choices with various durations that give users the freedom to choose. Then for the drawbacks because there are several videos that speak fast which makes it difficult for her to understand the contents of the discussion.

Furthermore, MA explained the reasons for using this YouTube channel to improve listening skills, as follows,

"One of them is that I use the Mercifulservant YouTube channel, which is to improve and develop my listening skills because there are

³⁵ MA, Interview by a researcher, April 13,2023, Interview 5, transcript.

various kinds of new vocabulary that I am usually not familiar with. And also the language is clear and good besides that the intonation of speaking English from various sources is also varied so I can train my listening skills as well."³⁶

In addition, the opinion of MA regarding the use of this YouTube channel can improve listening skills, then MA answered that this channel could improve. MA also added the reasons, as follows,

"Because there is a new vocabulary that I got after listening to it from this YouTube channel. While watching it, I also try to figure out the meaning of. Then there is also in terms of my pronunciation so there are slight changes for the better."³⁷

According to MA, if this YouTube channel is used in classroom learning it is possible, but it depends on the students. For MA itself, this channel is suitable for use.

B. Research Discussion

In this sub-chapter, the researcher discusses in more detail the findings to answer questions on the research problem. From some of the data findings described earlier, the researcher will link the findings obtained with the results of pre-existing research. The following is a discussion of research data:

1. Perception of EFL learners in using the "MercifulServant" YouTube channel as a medium to learning listening skills

Based on the results of the research, ICT learning media became the choice of the participants. Several educational and entertainment applications became the favorites of several participants. That's because it can add to the attractiveness and enthusiasm of learning

³⁶ MA, Interview by a researcher, April 13,2023, Interview 5, transcript.

³⁷ MA, Interview by a researcher, April 13,2023, Interview 5, transcript.

participants. In line with what Zatulifa said, learning using Android and the internet network will give a different impression which can change students' perceptions of learning English.³⁸ Technological developments make it easier for participants to learn and access any learning only through smartphone applications. The YouTube application is one of the audio-visual applications that the participants use to improve their listening skills.

Learning to use the YouTube application is considered more flexible and provides convenience. As IU said below,

"Well, I think YouTube is also very, very helpful to improve it. That's because using YouTube is easily accessible anytime, anywhere and while doing anything, for example, like playing English songs before going to sleep so that our brains are fresh and also subconsciously this habit can improve our listening skills."³⁹

IU's opinion is in line with a previous study from Wang and Chen who said in their research that the use of YouTube as a learning medium is more flexible and more interesting.⁴⁰ The YouTube channel used by the participants is the Islamic MercifulServant channel.

From the results of the interviews in the previous sub-chapter, it was known that the participants gave a positive perception of the MercifulServant YouTube channel. On the other hand, according to participants, this channel also has weaknesses that some participants feel. As in the following table.

³⁸ Muzayyanna Zatulifa, "Application Based Android as a Development of English Learning Media," *IOSR Journal of Mobile Computing & Application (IOSR-JMCA)* 5, no. 4 (August 2018): 10–16, <https://www.semanticscholar.org/paper/Application-Based-Android-As-A-Development-Of-Media-Zatulifa-Riswandi/393093b3c3dfe6185b210697d150e93a90b18d74>.

³⁹ IU, Interview by a researcher, April 13, 2023, Interview 3, transcript.

⁴⁰ Wang and Chen, "Learning English from YouTubers."

**Table 4.4 Strengths and Weakness
of Channel “MercifulServant”**

STRENGTH	LA	AAP	IU	MY	MA
Attractive Visuals	-	-	✓	✓	✓
Pronunciation is clear	✓	✓	✓	✓	✓
The delivering content was firm and clear	✓	-	✓	-	✓
the discussion of the content is educative and adds insight	✓	✓	✓	✓	✓
Short content duration	✓	✓	✓	✓	✓
There are helpful transcripts/subtitles	✓	✓	✓	✓	✓
Many new vocabulary obtained	✓	✓	✓	✓	✓
WEAKNESS	LA	AAP	IU	MY	MA
Monotonous content when viewed continuously	✓	✓	-	-	-
Rigid delivery of content	-	✓	-	-	-
The audio is too fast	-	✓	-	-	-
Difficulty due to Native speakers	-	-	-	-	✓

From the table above, the participants gave a positive assessment of the content on the MercifulServant YouTube

channel. This can be seen from the many participants who feel the advantages of this YouTube channel rather than the disadvantages.

2. Perception of EFL learners in using the "MercifulServant" YouTube channel as a medium to improve listening skills

In addition, the participants expressed their perceptions about using YouTube to improve listening skills. From the results of the interviews, four out of the five participants felt an increase in listening skills. However, their perception is inversely proportional to the results of the preliminary research test. During the preliminary research the researcher showed a video and then the researcher gave several questions to the participants. The questions correspond to the scales of Audio-Media and recording. The video used in the preliminary research is relatively slow in audio speed, the pronunciation is quite clear, and the video is of short duration.

a. Participant with B2 level of English proficiency

For level B2 in the CEFR descriptor table, it is described as "can understand recordings in the standard form of the language and identify speaker viewpoints and attitudes as well as the information content and also can identify the speaker's mood, tone, etc".⁴¹ At the time of preliminary research, LA was able to answer questions from researchers regarding important points, even in more detail than content taken from the "MercifulServant" channel. In this content which discusses 5 things that will destroy Muslims, LA can mention the five things in order. LA states the intent of the video clearly and can identify the tone, and speaker's point of view of the content. As the answer follows,

⁴¹ Piccardo, Goodier, and North, *Council of Europe (2018). Common European Framework of Reference for Languages: Learning, Teaching, Assessment. Companion Volume with New Descriptors*. Strasbourg: Council of Europe Publishing. Authors: B. North, E. Piccardo, T. Goodier.

"From what I understand, there are 5 things that destroy Muslims. the first insult each other, for example by bullying friends, the second is drinking alcohol which has become commonplace, men resemble women in terms of dress and others, promiscuity such as women dancing at an event, and then, men like the same sex and women also like each other."⁴²

LA also added about the delivery from the speakers he heard, as follows,

"The speaker explained in a relaxed but firm manner and emphasized to his listeners that these are things that should be avoided because they are damaging to Muslims. I think so."⁴³

Apart from that he also had no difficulty understanding the short content of the channel and according to her, the audio was clear and not too fast. During the interview, LA also said that this YouTube channel can improve listening skills, as stated below:

"Yes, very possible. As I said before, the video is easy to hear, the pronunciation is clear, and adds a lot of vocab."⁴⁴

Interview results from LA said that this YouTube channel can improve her listening skills. There is also the addition of vocabulary while watching videos from the channel. However, in the results of preliminary research, he is still classified as level B2, the same as his previous ability. At level C1, you must be able to identify the speaker's implicit attitude, while LA can only answer test questions according to

⁴² IU, Interview by researcher, April 13,2023, result of preliminary research test, transcript.

⁴³ IU, Interview by researcher, April 13,2023, result of preliminary research test, transcript.

⁴⁴ LA, Interview by a researcher, April 12, 2023, Interview 1, transcript.

level B2. So there is no increase in the listening skills of the participants.

b. Participants with A2 level of English proficiency

There were four participants in A2, namely IU, AAP, MA, and MY. On the CEFR scales of audio-media, level A2 is described as "can understand the most important information, that audio speaks slowly and clearly". The content shown to the participants is relatively slow, but the pronunciation is quite clear. For IU, when she was asked about the information she got from the video she was able to answer important points even though the audio wasn't too slow. The following are the answers from IU's test results,

"There are several things, 5 things that damage humans, especially the use of social media, drinking alcohol, there are many men who resemble women, there is promiscuity, and one more thing, there are men who like the same sex."⁴⁵

From IU's answers, she was able to answer five things briefly and the answer to using the media was a little inaccurate because what was meant in the video was insulting fellow Muslims, whether on social media or not.

Judging from Scales B1, namely "Can understand the information content of the majority of recorded or broadcast audio material delivered in clear standard speech and can understand the main points of simpler recorded material about familiar subjects delivered relatively slowly and clearly". Judging from the description, IU was able to mention the five things mentioned in the video in order and with a relatively slow audio speed. So, based on the scales of audio-media, IU's listening skills have increased to level B1.

⁴⁵ IU, Interview by a researcher, April 13, 2023, result of preliminary research test, transcript.

This is reinforced by IU's perception during the interview, as follows:

"For me, this channel can help my listening. At first, I didn't like listening, then this channel can help improve my listening skills."⁴⁶

Then for level B2, IU still doesn't meet the description standards because she can't mention more detailed information like LA. So, IU's ability increased from A2 to B1 after using that channel.

The next A2 level participant is AAP. At the time of preliminary research, AAP could capture the intent of the video, but could only mention three of the 5 things mentioned in the video. This is because the vocabulary is unfamiliar to AAP and the audio speed is quite fast for AAP. The answer from the AAP during the test was,

"There are 5 things that can damage Muslims that I caught. The first one I don't know what it means. The point that I remember from these 5 things is a girl dancing in a restaurant, a guy likes another guy, then I hear the speaker mention drinking alcohol, besides that, I forgot."⁴⁷

The test answers from AAP can be concluded that he understands the purpose of the video but has not been able to mention all the main points in the video. AAP could only mention some of the key points from the video. AAP also found the audio to be fast enough for him. Therefore, the AAP listening level is still classified as A2 because when compared to the B1 level, this participant does not meet the standard.

⁴⁶ IU, Interview by a researcher, April 13, 2023, interview 3, transcript.

⁴⁷ AAP, Interview by a researcher, April 12, 2023, result of preliminary research test, transcript.

From the results of the preliminary research test, AAP level after using the MercifulServant channel so far there has been no increase. This, coupled with AAP's perceptions from the results of the interview as follows,

"In terms of improving listening, it's lacking, but the content is interesting."⁴⁸

From the results of the interview, AAP does feel that this channel is lacking in improving its listening skills. So from AAP's statement during the interview and test results, it can be said that AAP's ability is still the same as before, namely A2.

Furthermore, participants with the initials MY. Judging from the results of the preliminary research test from MY, this participant was able to explain the five main points of the video. But just like IU, of the 5 things mentioned in the video, the first answer is not right. But for A2 it is very good because it can answer almost all points from the video. Especially with a standard/not-too-slow speed like the one in the A2 description. The answers from MY's preliminary research test are as follows,

"There are 5 things that destroy Muslims. The first is lying, the second is drinking alcohol, men who dress like women, seeing women dancing has become a thing, then the last, is about men who, if I'm not mistaken, like the same sex."⁴⁹

Based on level B1, this participant was able to fulfill it. That's because the test results showed that he was able to mention almost all the main points. Even though the audio is quite fast for level A2, MY can answer questions well. The test results were also strengthened by his perceptions during the interview,

⁴⁸ AAP, Interview by a researcher, April 12, 2023, interview, transcript.

⁴⁹ MY, Interview by a researcher, April 13, 2023, result of preliminary research test, transcript.

"So far, there has been quite an increase. Because I've seen a number of videos so the more I come here I feel there is an increase."⁵⁰

From the results of his interview, MY felt an improvement after using the MercifulServant channel to practice his listening skills. It was also proven from the test results, according to the CEFR scales, MY included level B1.

The last A2 level participant was MA. Based on the results of his preliminary research test, MA can answer the five things mentioned in the video correctly. Apart from that, MA also had no difficulty watching the short-duration video. For MA, the audio in the video is not pronounced quickly and clearly. The answers from the MA test are as follows.

"The Prophet Muhammad said there were 5 things that damaged Muslims, namely insulting, drinking forbidden drinks, men resembling women, women dancing at parties, then there were also men who liked men."⁵¹

Based on the answers, MA understood and was able to capture the main points of the video completely and accurately. From the answers, the test results showed that there was no difficulty in capturing the main points of the video.

In scales level A2, MA can even answer more than what is described at that level. Then for B1, the MA can fulfill this level because it can capture the main points correctly with audio speeds above level A2. But for B2, MA has not been able to identify the tone and mood or anything else that is mentioned in the video. The results of this preliminary research test were strengthened by the results of interviews with MA researchers,

"Yeah, can improve. Because there is a new

⁵⁰ MY, Interview by a researcher, April 13, 2023, interview 4, transcript.

⁵¹ MA, Interview by a researcher, April 13, 2023, result of preliminary research test, transcript.

vocab that I got after listening to it from this YouTube channel. Usually, when I watch videos on this channel, I'm looking for the meaning of words that I don't know the meaning of so I can add to my new vocabulary."⁵²

Based on the interview and the results of the previous test it can be concluded that there is an increase in listening skills from the MA.

The conclusion from the research results discussed above, there is an increase in the use of YouTube MercifulServant. Based on five participants, three of them experienced an increase, namely IU, MY, and MA. These results were concluded based on the scales of Listening to audio-media recordings contained in the CEFR book and compared with the results of interviews obtained during the research.

3. Reasons for expressing these perceptions and the impact after using the YouTube channel in learning listening skills.

The participants during the interview said the factors that made them find it difficult to learn listening skills. Some of what they mentioned during the interview was their lack of vocabulary, the audio was too fast and the accent was from a different native. This is in line with the theory from Azmi et al cited by Gilakjani that there are several difficulties in the process of understanding listening, namely from audio quality, cultural differences, accent, unknown vocabulary, and length of duration and speed of audio. From these difficulties, the participants felt helped by the MercifulServant YouTube channel. Because to the extent that they use this YouTube channel, the participants feel there is an improvement.

From the results of the interviews, the researcher concluded the reasons the participants said their listening skills had improved. There were four out of five

⁵² MA, Interview by a researcher, April 13, 2023, interview 5, transcript.

participants stated that the MercifulServant YouTube channel could improve their listening skills. The reason for them is that they feel a positive impact after using YouTube MercifulServant. The impact felt by the four participants was the addition of a new vocabulary and getting used to audio from native speakers. In addition, there are improvements in pronunciation, increased enthusiasm for learning listening skills, and broadening insights, especially in the Islamic sphere.

Based on the results of the interviews, there were several impacts that the participants felt after using the YouTube MercifulServant.

a. Add New Vocabulary

One of the things that makes it easier for us to work on listening practice questions is to have a large vocabulary. According to Peters and Webb, students who master a lot of vocabulary will continue to acquire new vocabulary, this is like the case of accidental learning studies by listening to audio while watching a video.⁵³ One way to practice listening skills is by listening to audio or watching videos. For example, the participants who use the MercifulServant YouTube channel to improve their listening skills. One of the impacts of increasing listening skills is the addition of new vocabulary.

According to the participants, they got new vocabulary, especially from the Islamic sphere. But not only that, there are several videos that can add general vocabulary. This is because this YouTube channel provides several videos that also discuss general topics such as technology, health, and others that are related to Islamic views. So participants not only get new vocabulary related to the Islamic religion but also vocabulary in general.

⁵³ Elke Peters and Stuart Webb, "Incidental Vocabulary Acquisition Through Viewing L2 Television And Factors That Affect Learning," *Studies in Second Language Acquisition* 40, no. 3 (September 2018): 551–77, <https://doi.org/10.1017/S0272263117000407>.

b. Accustomed to hearing audio from native speakers

Listening to audio from native speakers is very helpful and gets EFL learners used to listening to their accents. Some of the participants found it difficult to learn listening skills, one of which was because of the different accents of native speakers. By practicing listening to the MercifulServant YouTube channel, the participants felt a positive change. The participants were quite able to understand audio from native speakers. Besides that, they are also getting used to the native speaker's accent.

c. Increase the enthusiasm for learning

As previously explained, the use of YouTube or ICT-based media will further increase enthusiasm for learning. This is the same as what the participants said during the interview. Several participants said the videos on this channel were interesting and made them excited to practice listening to the channel. According to them, visuals can add interest and enthusiasm to learn rather than just listening to audio. That's also what makes them prefer YouTube rather than just listening to audio without seeing the visuals.

d. Increase Islamic knowledge

Apart from the several impacts mentioned above, this channel can not only train the listening of participants or EFL Learners. However, this channel can also add Islamic insight to its audience. This is what the participants also liked because they could get both, namely adding to Islamic knowledge and also improving listening skills. Apart from that, this channel also provides many videos with various topics that further broaden the horizons of its audience.