

**EFL TEACHERS' CHALLENGES AND STRATEGIES
IN MANAGING DELINQUENT STUDENTS**

UNDERGRADUATE THESIS



Unipa Surabaya

**Aprilia Indah Wulandari
Re. No. 195300077**

**UNIVERSITY OF PGRI ADI BUANA SURABAYA
FACULTY OF SOCIAL SCIENCES AND HUMANITIES
DEPARTMENT OF ENGLISH LANGUAGE EDUCATION
2023**

**EFL TEACHERS' CHALLENGES AND STRATEGIES
IN MANAGING DELINQUENT STUDENTS**

UNDERGRADUATE THESIS

**Submitted in partial fulfillment of the requirements for
Completing the Bachelor Degree in the Department of English
Language Education**

**Aprilia Indah Wulandari
Reg. No. 195300077**

**UNIVERSITAS PGRI ADI BUANA SURABAYA
FACULTY OF SOCIAL SCIENCES AND HUMANITIES
ENGLISH LANGUAGE EDUCATION DEPARTMENT
2023**

CERTIFICATION

Thesis by : Aprilia Indah Wulandari
Reg. No. : 195300077
Title : EFL Teachers' Challenges and Strategies in
Managing Delinquent Students

Has been approved by the advisor for further examination.

Surabaya, 10 February 2023

Acknowledged by:
Head of English Education Department

Advisor,



Ferra Dian Andanty, S.S., M.Pd.
NIDN 0721027901



FAKULTAS ILMU SOSIAL DAN HUMANIORA
UNIVERSITAS PGRI ADI BUANA SURABAYA



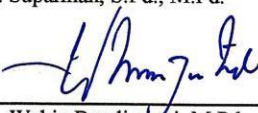
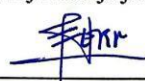
Kampus I : Jl. Ngagel Dadi III-B/37 Telp. (031) 5053127, 5041097 Fax. (031) 5662804 Surabaya 60234
Kampus II : Jl. Dukuh Menanggal XII Telp. (031) 8281181, 8281182, 8281183 Surabaya 60234.

<http://fish.unipasby.ac.id/>

APPROVAL SHEET

This is to certify that the undergraduate thesis entitled “EFL Teachers’ Challenges and Strategies in Managing Delinquent Students” by Aprilia Indah Wulandari (Reg. No. 195300077) has been approved by the Board of Examination on February 2023.

The Board of Examiners:

1. Chairperson : 
Dr. Sunu Catur Budiyono, M.Hum.
2. Secretary : 
Drs. Suparman, S.Pd., M.Pd.
3. Examiner 1 : 
Dra. Wahyu Bandjarjani, M.Pd.
4. Examiner 2 : 
Ferra Dian Andanty, S.S., M.Pd.

STATEMENT OF ORIGINALITY

This is to certify that I, the undersigned below:

Name : Aprilia Indah Wulandari
Student Register Number : 195300077
Department : English Language Education
Faculty : Social Sciences and Humanities

Justify that this undergraduate Thesis is my original work. I do not plagiarize other people's works, except the legal quotations. If it can be proved someday that this thesis a plagiarism, I am to bear the consequences of my deed.

Surabaya, 10 February 2023

The researcher,



Aprilia Indah Wulandari

ABSTRACT

Wulandari, Aprilia Indah. 2023. *EFL Teachers' Challenges and Strategies in Managing Delinquent Students*. Undergraduate Thesis. English Language Education Department. Faculty of Social Sciences and Humanities. Universitas PGRI Adi Buana Surabaya. Advisor: Ferra Dian Andanty, S.S., M.Pd

The present study aims to describe the challenges and strategies in managing delinquent students by English teachers in Islamic senior high school in a sidoarjo. This is done to find out the challenges of the teachers and the strategies they use to overcome these challenges. This research was conducted by using qualitative method with a case study as a qualitative design. The primary data was the statements taken from two teachers' interview and Supportive data taken from observation. The data collection techniques in this research were unstructured interview and natural observation. The technique of analysis in this research was thematic analysis.

Based on the data collected, the researchers found that there were four challenges faced by teachers, namely (1) unequal attention, (2) unequal interaction, (3) students were not active, and (4) wayward student. The strategies used by the teacher to overcome these challenges (1) praising unobedient students, (2) managing students, (3) changing student seats, and (4) using work groups. From these conclusions, the researcher offers several suggestions for dealing with the challenges faced by teachers. Teachers should use more creative strategies in developing various activities, making learning media. Regarding creativity teachers employed various mediums to make it easier for pupils to acquire and grasp the topic. Audio, visual, and audiovisual media were examples of media. Audio and visual media were the most commonly employed in ELT classes. The planning and creativity teachers become the main factors to make the class more interactive using several media.

ABSTRAK

Wulandari, Aprilia Indah. 2023. *EFL Teachers' Challenges and Strategies in Managing Delinquent Students*. Skripsi. Program Studi Pendidikan Bahasa Inggris. Fakultas Ilmu Sosial dan Humaniora. Universitas of PGRI Adi Buana Surabaya. Pembimbing: Ferra Dian Andanty, S.S., M.Pd

Penelitian ini bertujuan untuk mendeskripsikan tantangan dan strategi dalam mengelola siswa nakal oleh guru bahasa Inggris di SMA Islam di Sidoarjo. Hal ini dilakukan untuk mengetahui tantangan para guru dan strategi yang mereka gunakan untuk mengatasi tantangan tersebut. Penelitian ini dilakukan dengan menggunakan metode kualitatif dengan desain kualitatif studi kasus. Data primer adalah pernyataan yang diambil dari wawancara dua guru dan data pendukung yang diambil dari observasi. Teknik pengumpulan data dalam penelitian ini adalah wawancara tidak terstruktur dan observasi natural. Teknik analisis dalam penelitian ini adalah analisis tematik.

Berdasarkan data yang dikumpulkan, peneliti menemukan bahwa terdapat empat tantangan yang dihadapi guru, yaitu (1) perhatian yang tidak seimbang, (2) interaksi yang tidak seimbang, (3) siswa yang tidak aktif, dan (4) siswa yang bandel. Strategi yang digunakan guru untuk mengatasi tantangan tersebut adalah (1) memuji siswa yang tidak patuh, (2) mengatur siswa, (3) mengubah tempat duduk siswa, dan (4) menggunakan kelompok kerja. Dari kesimpulan tersebut, peneliti menawarkan beberapa saran untuk menghadapi tantangan yang dihadapi guru. Guru sebaiknya menggunakan strategi yang lebih kreatif dalam mengembangkan berbagai kegiatan pembuatan media pembelajaran. Mengenai kreativitas, guru menggunakan berbagai media untuk memudahkan siswa memperoleh dan memahami topik. Media audio, visual, dan audiovisual adalah contoh media. Media audio dan visual adalah yang paling umum digunakan di kelas ELT. Perencanaan dan kreativitas guru menjadi faktor utama untuk menjadikan kelas lebih interaktif dengan menggunakan beberapa media.

MOTTO

“Failure is not to be feared but must be conquered in order to achieve success. Success belongs to those who are ready to always fight”

~ Yana Yopianti

ACKNOWLEDGMENTS

First of all, the researcher expresses the highest gratitude to SWT for blessing, love, opportunity, health, and mercy to complete this undergraduate thesis. This undergraduate thesis entitled “EFL Teachers’ Challenges and Strategies in Managing Delinquent Students” is submitted as the final requirement in accomplishing an undergraduate degree at Faculty of Social Sciences and Humanities Universitas PGRI Adi Buana Surabaya.

In arranging this thesis, a lot of people have provided motivation, advice, and support for the researcher. In this valuable chance, the researcher intended to express his gratitude and appreciation to all of them. Therefore, the researcher would like to deliver her highest gratitude towards everyone who gave her support and motivation to accomplish this research, especially:

1. Fajar Susanto, S.S., M.Pd. as Head of the English Language Education Department study program at University of PGRI Adi Buana Surabaya.
2. Mrs. Ferra Dian Andanty, S.S., M.pd. as a supervisor who has provided guidance and various experiences.
3. All parties who have helped and cannot be mentioned one by one. May all goodness and help all be blessed by Allah SWT. And finally the researcher realize that this research is still far from perfect, because of the limited knowledge that she have. For this reason, the researcher carefully expect suggestions and constructive criticism from all parties in order to develop this research report.

TABLE OF CONTENTS

Title	i
CERTIFICATION	ii
APPROVAL SHEET.....	iii
Statement of Originality.....	iv
ABSTRACT	v
ABSTRAK.....	vi
MOTTO.....	vii
ACKNOWLEDGMENTS.....	viii
TABLE OF CONTENTS	ix
CHAPTER 1.....	1
INTRODUCTION	1
A. Background of the Study	1
B. Scope and Limitation of the Study	4
C. Research Questions.....	4
D. The objectives of the Study	4
E. The Significances of the Study	4
F. Definition of the Key Terms	5
CHAPTER 2.....	7
REVIEW OF RELATED LITERATURE	7
A. Theoretical Basis	7
1. EFL Teacher	7
2. Delinquent Students.....	8
3. Challenges in managing delinquent students.....	10
4. Strategies in Managing Delinquent Students.....	11
B. Review of the Related Previous Studies	12

C. The Conceptual Framework	14
CHAPTER 3.....	15
RESEARCH METHOD.....	15
A. Approach of the Study	15
B. Data and Source of the Data	15
C. Data Collection Technique	15
D. Data Analysis.....	18
E. Data Triangulation.....	20
CHAPTER 4.....	21
RESULT AND DISCUSSION	21
A. RESULT	21
B. DISCUSSION.....	24
CHAPTER 5.....	27
CONCLUSION AND SUGGESTION.....	27
A. Conclusion.....	27
B. Suggestion	28
REFERENCES	29
APPENDIX	33

LIST OF FIGURES

Figure 2.1 Conceptual Framework	14
Figure 3.1 Triangulation	20