

English for International Communication (EIC) Students' Attitude and Satisfaction toward the Streaming Application Netflix in Improving English Skills

Warissa Sarawit* and Thanyalak Inpol*

* Faculty of Business Administration and Arts, Rajamangala University of Technology Lanna-Tak

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Abstract

The purpose of this research aimed to investigate the attitudes and satisfaction of EIC students toward the streaming application Netflix in improving English listening skill and English vocabulary learning, and to study the satisfaction of the people toward the streaming application Netflix in improving English listening skill and English vocabulary learning. The participants were 1st – 4th years students who studied in English for International Communication major total of 92 people.

The instrument for collecting data was questionnaire. The data was collected and analyzed for calculating quantitative data, which were Mean, Standard Deviation (S.D.) and Percentage (%). The results of this research showed that people who have ever watched Netflix was 74 people (80.4%) and people who have never watched Netflix was 18 people (19.6%).

Therefore, the mean of attitude toward Netflix in improving listening skills and English vocabulary learning was very high (4.29, S.D. = 0.707). It showed that the participants have good attitude in improving listening skills and English vocabulary learning toward Netflix. Besides, the mean of satisfaction toward Netflix in improving listening skills and English vocabulary learning was very high (4.38, S.D. = 0.632). It showed that the participants satisfy to improve listening skills and learning English vocabulary toward Netflix.

Keywords: Netflix, EIC Students, English skills

Introduction

English is the most spoken one language; English is used to communicate in many countries. Some countries use English as a Lingua Franca or language used. Learning English is very significant for the daily life education and makes an opportunity for jobs. English plays an important role in daily life of Thai people and also people around the world. The entire humanity of today communicate usually in English. Whether it is to communicate directly, using the Internet, Watch TV or movies. (Crystal, 1997) Thus, Improving English skills is very important for Thai people.

Nowadays, the media take an important role in improving English skills for Thai people. Netflix is the most popular streaming application for people in Thai, especially Gen Y based on the research of Yungyuen (2017) conducted the research on Use and Satisfaction of People in Gen Y toward VDO Streaming Service. The result showed that Gen Y with the different demographic profile in gender, age, education level shows no difference in the use of streaming “Netflix” service, while the use of such service has an overall positive relationship with their satisfaction. Netflix is a streaming service that customers can use to watch a wide variety of entertainment content for TV shows, movies, documentaries, and more across devices by internet connection. Netflix has just recently been available in Thailand but received a lot of attention because of the different contents because they have their own movies and series production or joint production. Customers can only watch on Netflix. A wide variety of movies and series from many countries, including Western, Korean, Japanese, and Thai subtitles for almost all titles. Netflix is available on many platforms such as Playstation 4, Smart TV, Xbox the quality of the picture and sound quality is still more acceptable than other service providers, which can be viewed on the big screen with ease (Thairath Online, 2017). In Netflix, there are many media for helping people to get knowledge from the application include English especially listening skill and new vocabulary, which are important for communication or daily life. In addition, there are many researches related to Netflix Application. For instance, Songkong, Katatho, and Phuakpong, (2019) conducted research on Consumer Perspectives and Behaviors and Results of Using a Video Streaming Service in Thailand: A Case Study of Netflix. Tomcharoen (2019) conducted research on Factors Influencing Consumer Behavior of Streaming Netflix in Chonburi Province. Yungyuen (2017) conducted research on Use and Satisfaction of People in Gen Y toward VDO Streaming Service, Netflix. Alongkorn and Somchai (2019) conducted research on the Causal Relationship Model

of Intention to Watch Video Streaming Netflix of Consumer in Bangkok and the Metropolitan Region.

Improving English skills by using media is very important and interesting especially listening skill Krashen (1982) stated that listening is primarily important in the language learning and that the ability to speak and write fluently in the second will come on its own with time. There are many researches related to improving English especially listening skill and vocabulary. For instance, Yanarom (2013) conducted research on Developing English Listening-Speaking Skills of the M.5/1 Students through English Movies. Srithongkul (2019) conducted a research on Developing Listening-Speaking Skills in English for Communication Subject of Students at Dhonburi Rajabhat University Samutprakarn through the Echo English Application. Paowpan (2011) conducted research on A Study on Learning English Vocabulary through a Visual Memory Model based on the Theory of Multiple Intelligence.

From above, the researchers were interested in English for International Communication Students' Attitude and Satisfaction toward the Streaming Application Netflix in Improving English skills to be a guideline for studying English that is not limited to the classroom, and able to research and learn by themselves, and to develop listening skills and knowledge of English vocabulary.

Research Questions

1. What is the attitude of EIC's students toward the streaming application Netflix for improving English listening skill and English vocabulary learning?
2. What is the level of satisfaction of EIC's students toward the streaming application Netflix for improving English listening skill and English vocabulary learning?

Objectives

1. To investigate the attitude of the EIC's students toward the streaming application Netflix in improving English listening skill and English vocabulary learning.
2. To study the satisfaction of the EIC's students toward the streaming application Netflix in improving English listening skill and English vocabulary learning.

Scope of the study

This research focuses on studying the attitude and satisfaction toward the English and Thai subtitle movies or series on "Netflix" in Rajamangala University of Technology Lanna Tak.

There were 118 participants including English for International Communication 1st year students 39 people, English for International Communication 2nd year students 32 people, English for International Communication 3rd year students 21 people, English for International Communication 4th year students 26 people. This research was conducted through a questionnaire which assessed English for International Communication students' attitude and satisfaction toward Netflix for improving English listening skill and English vocabulary learning.

Research instruments

The research instrument was adapted from the research instrument of Thidarat Nganwikorn (2012) who conducted a research on Attitude and Satisfaction of Burmese Learners Studying Thai Language in Language School of Thai Allied Committee with Desegregated Burma Foundation and Rommaneeya Surathamjanya (2015) who conducted research on The Result of Using Application for Teaching English Vocabulary on Tablet in English Subject for Prathomsuksa 2 students in Ratchaburi educational service area 2. The questionnaire consists of 4 parts as follows: General information, Experiences in using Netflix application in improving English skills, Attitudes toward Netflix in improving listening skill and learning English vocabulary, and Satisfaction toward Netflix in improving listening skill and learning English vocabulary.

Participants

This research was collected data from participants by conducting a questionnaire which was about attitude and satisfaction of 1st – 4th year English for International Communication students toward the Netflix application in improving listening skill and English vocabulary learning

The sample of this study was 92 (n) people from 118 (N) population who are English for International Communication 1st year students 39 people, English for International Communication 2nd year students 32 people, English for International Communication 3rd year students 21 people, English for International Communication 4th year students 26 people which were 1st - 4th year English for International Communication student at Rajamangala University of Technology Lanna Tak. The Method of choosing population was adapted by Krejcie and Morgan (1970).

The researchers selected these the participants 1st - 4th years students who are the student in English for International Communication major because, their subjects are about

English skill especially listening, speaking, reading, and writing skills. They need to find knowledge in other ways which are not just studying in the classroom. Thus, they apply technology in learning new knowledge such as watching movies, listening to music, watching cartoons, reading books, which influence to learning English extenuate boring. Currently, Netflix application is one of the most popular applications. Therefore, this research was specific to students who had experience with the Netflix application.

Research instruments

The research instrument was adapted from the research instrument of Thidarat Nganwikorn (2012) who conducted a research on Attitude and Satisfaction of Burmese Learners Studying Thai Language in Language School of Thai Allied Committee with Desegregated Burma Foundation and Rommaneeya Surathamjanya (2015) who conducted research on The Result of Using Application for Teaching English Vocabulary on Tablet in English Subject for Prathomsuksa 2 students in Ratchaburi educational service area 2. The questionnaire consists of 4 parts as follows: General information, Experiences in using Netflix application in improving English skills, Attitudes toward Netflix in improving listening skill and learning English vocabulary, and Satisfaction toward Netflix in improving listening skill and learning English vocabulary.

Research methods

1. Created the questionnaire that was adapted from Thidarat Nganwikorn (2012) and Rommaneeya Surathamjanya (2015)
2. Questionnaires were checked and approved by 3 specialists.
3. Questionnaires were tested with 10 students in Tourism and Hospitality experimental people to find the content reliability.
4. Found the reliability of the questionnaire by using Cronbach's Alpha Coefficient by using the formula as follows:

Formula	$\alpha = \frac{n}{n-1} \left[1 - \frac{\sum s_i^2}{s_x^2} \right]$
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The results of reliability level from the coefficient alpha in part of the attitude is 0.85 and the satisfaction is 0.88 both of which are good

5. Questionnaires were used to collect data from participants with a total of 92 people.

6. The data was analyzed by using the statistical computer program (SPSS) with Mean (\bar{x}) and Standard Deviation (S.D.) for each item.

Methods of data analysis

The data analysis of this study as follows:

1. The data obtained were analyzed by using the statistical computer program (SPSS).
2. The analysis of the Mean (\bar{x}), Standard Deviation (S.D.) and Percentage (%) were interpreted to discover Attitude and Satisfaction toward the Streaming Application Netflix in Improving English Skills.

3. The researchers collected and analyzed data for calculating quantitative data, which were Mean, Standard Deviation (S.D.) and Percentage (%), it was conducted by using the average formula as follows:

• Average (Mean, \bar{x}); Formula $\bar{x} = \frac{\Sigma x}{n}$

• Standard Deviation (S.D.); Formula $S.D. = \sqrt{\frac{n\Sigma x^2 - (\Sigma x)^2}{n(n-1)}} \frac{\Sigma x}{n}$

• Percentage (%); Formula $\text{Percentage (\%)} = \frac{F}{N} \times 100$

4. The data analysis of mean score will be interpretation Mean Score Table of Moidunny, 2009

5. Summarized results of analysis, discussion of results and recommendations will be in the result and discussion.

6. Interpretation of Mean **Score** 1.00-1.80 = Very Low, 1.81-2.60 = Low, 2.61-3.20 = Medium, 3.21-4.20 = High, 4.21-5.00 = Very high (Moidunny 2009)

Results

The students' experience toward Netflix in Improving English skills. This study applied quantitative data analysis with the use of statistical computer program (SPSS) in order to answer two research questions.

For the research, 92 students from 1st - 4th year students in English for International Communication Major responded the questionnaires. Descriptive analysis was carried out with the use of statistical computer program to show the mean (\bar{x}), standard deviation (S.D.), and percentage (%) to display the diagram for making the results to be more cleared for answering the research questions.

This research investigated English for International Communication students' Attitudes and satisfaction toward Netflix in improving English skills. The instrument was piloted with 10 Tourism and Hospitality students to measure reliability. Then, the questionnaire was tested with the participants that are 92 1st - 4th year students majoring in English for International Communication major.

The questionnaire was responded % 100 by 1st - 4th year students in English for International Communication. Furthermore, table 4.1 displayed general information of the respondents on percentage to see if the respondents have ever watched movies on Netflix or not.

The table showed people who have ever watched Netflix was 74 people (80.4%) and people who have never watched Netflix was 18 people (19.6%).

Table 2. The people who have ever watched Netflix and have never watched Netflix.

Question	Total	Percentage (%)
Ever watched Netflix application	74	80.4
Never watched Netflix application	18	19.6

The investigation also showed the people have watch series or movie with subtitles such as Thai, English, and others (Korean and Russian).

Table 3. Subtitle has you watched in a series or movie on Netflix

Subtitle	Total	Percentage (%)
Thai	60	54.6
English	46	41.8
Others (Korean, Russian)	4	3.6

The above figure displayed the people who have ever watched Netflix in each subtitle as follows; 1.) Thai subtitle was 60 (54.6%). 2.) English subtitle was 46 (41.8%) people. 3.) others subtitle was 4 (3.6%).

For The Attitudes, the answer of participants was analyzed in order to answer the research question “what the Attitudes of people toward the streaming application Netflix for improving English listening skill and English vocabulary learning. The instrument was questionnaire. The data were analyzed with the use of statistical computer program (SPSS). Then, the data was analyzed of the mean (\bar{x}) and Standard Deviation (S.D.). The mean was

interpreted from the mean score table of Moidunny (2009). The Mean (\bar{x}) show Attitudes of people is high.

Table 4. The information of Attitudes toward Netflix in improving listening skill

Attitudes toward Netflix in improving listening skill	\bar{x}	S.D.	Meaning
1. I think watching English series or movies on Netflix can improve my English listening skill.	4.42	0.662	Very high
2. I think watching English series or movies on Netflix has impact on listening English in my daily life.	4.34	0.708	Very high
3. I think watching English series or movies on Netflix allows me to understand many different accents of English.	4.26	0.723	Very high
4. I think watching English series or movies on Netflix has beneficial results in my learning English.	4.07	0.764	Very high
5. I think watching English series or movies on Netflix is a good English learning source especially for the listening skill.	4.24	0.773	high
Total	4.26	0.726	Very high

From the table 4, Mean (\bar{x}) and standard deviation (S.D.) were divided into 5 items which was Attitudes toward Netflix in improving listening skill. Item 1. had the mean (\bar{x}) = 4.42 (S.D. = 0.662) which was very high level. Item 2. had the mean (\bar{x}) = 4.34 (S.D. = 0.708) which was very high level. Item 3. had the mean (\bar{x}) = 4.26 (S.D. = 0.723) which is very high level. Item 4. had the mean (\bar{x}) = 4.07 (S.D. = 0.764) which was high level. Item 5. had the mean (\bar{x}) = 4.24 (S.D. = 0.773) which is very high level

From the table 5, Mean (\bar{x}) and standard deviation (S.D.) were divided into 4 items which was the Attitudes toward Netflix in improving your learning English vocabulary. Item 1. had the mean (\bar{x}) = 4.45 (S.D. = 0.577) which is very high level. Item 2. had the mean (\bar{x}) = 4.34 (S.D. = 0.668) which was very high level. Item 3. had the mean (\bar{x}) = 4.20 (S.D. = 0.844) which was high level and item 4. had the mean (\bar{x}) = 4.34 (S.D. = 0.668) which was very high level.

Table 5. Information of Attitudes toward Netflix in English vocabulary learning

Attitudes toward Netflix in English vocabulary learning	\bar{x}	S.D.	Meaning
1. I think watching English series or movies on Netflix enables me to learn new vocabulary in various contexts.	4.45	0.577	Very high
2. I think watching English series or movies on Netflix enables me to acquire new vocabulary unintentionally.	4.34	0.668	Very high
3. I think learning vocabulary on Netflix enables me to develop the other 3 skills of English; writing, reading, and speaking.	4.20	0.844	high
4. I think English series or movies on Netflix is a good source for learning new vocabulary.	4.34	0.668	Very high
Total	4.33	0.689	

For the satisfaction, the answer of participants was analyzed in order to answer research question that is what the level of satisfaction of people toward Netflix, a streaming application, in improving English listening skill and English vocabulary learning.

Table 6. Information of Satisfaction toward Netflix in improving listening skill.

Satisfaction toward Netflix in improving listening skill	\bar{x}	S.D.	Meaning
1. I am satisfied with English series or movies on Netflix because it can improve my English listening skill.	4.41	0.618	Very high
2. I am satisfied with English series or movies on Netflix because it enables me to understand the variety of English accents.	4.31	0.71	Very high
3. I am satisfied with English series or movies on Netflix because it is a useful method for improving my English listening skill in my daily life	4.39	0.637	Very high
4. I am satisfied with English series or movies on Netflix because it makes me enjoy learn to improve my listening skill.	4.42	0.662	Very high
Total	4.38	0.656	

From the table 6, Mean (\bar{x}) and standard deviation (S.D.) were divided into 4 items which was the satisfaction toward Netflix in improving your listening skill. Item 1. had the mean (\bar{x}) = 4.41 (S.D. = 0.618) which was very high level. Item 2. had the mean (\bar{x}) = 4.31 (S.D. = 0.71) which was very high level. Item 3 had the mean (\bar{x}) = 4.39 (S.D. = 0.637) which was very high level and item 4 had the mean (\bar{x}) = 4.42 (S.D. = 0.662) which was very high level.

Table 7. Information of Satisfaction toward Netflix in improving learning English vocabulary

Satisfaction toward Netflix in English vocabulary learning	\bar{x}	S.D.	Meaning
1. I am satisfied with English series or movies on Netflix because it is an effective method for learning new vocabulary.	4.43	0.643	Very high
2. I am satisfied with English series or movies on Netflix because it can help me to improve my English vocabulary.	4.31	0.639	Very high
3. I am satisfied with English series or movies on Netflix because it enables me to guess the new vocabulary from the context.	4.32	0.599	Very high
4. I am satisfied with English series or movies on Netflix because it is a good source for learning new vocabulary.	4.49	0.555	Very high
Total	4.39	0.609	

From the table 7, Mean (\bar{x}) and standard deviation (S.D.) were divided into 4 items which was the satisfaction toward Netflix in improving learning English vocabulary. Item 1. had the mean (\bar{x}) = 4.43 (S.D. = 0.643) which was very high level. Item 2. had the mean (\bar{x}) = 4.31 (S.D. = 0.639) which was very high level. Item 3. had the mean (\bar{x}) = 4.32 (S.D. = 0.599) which was very high level and item 4 had the mean (\bar{x}) = 4.49 (S.D. = 0.555) which was very high level.

The table 8. showed Attitudes toward Netflix in improving your listening skill had the mean (\bar{x}) = 4.26 (S.D. = 0.726) that mean was very high. The respondents' Attitudes toward Netflix in your English vocabulary learning had the mean (\bar{x}) = 4.33 (S.D. = 0.689). Total Average Attitudes toward Netflix in improving listening skills and English vocabulary learning had the mean (\bar{x}) = 4.29 (S.D. = 0.707) that mean was very high. The satisfaction toward Netflix in improving listening skills had the mean (\bar{x}) = 4.38 (S.D. = 0.656) that mean was very high. The respondents' satisfaction toward Netflix in English vocabulary learning had the mean

(\bar{x}) = 4.39 (S.D. = 0.609) that mean was very high. Total average satisfaction toward Netflix in improving listening skills and English vocabulary learning had the mean (\bar{x}) = 4.38 (S.D. = 0.632) that mean was very high.

Table 8. Total average Attitudes toward Netflix in improving listening skills and learning English vocabulary.

Satisfaction toward Netflix in English vocabulary learning	\bar{x}	S.D.	Meaning
1. Attitudes toward Netflix in improving your listening skills	4.26	0.726	Very high
2. Attitudes toward Netflix in your English vocabulary learning	4.33	0.689	Very high
3. Total Average Attitudes toward Netflix in improving your listening skills and learning English vocabulary	4.29	0.707	Very high
4. Satisfaction toward Netflix in improving your listening skills	4.38	0.656	Very high
5. Satisfaction toward Netflix in your English vocabulary learning	4.39	0.609	Very high
6. Total Average Satisfaction toward Netflix in improving your listening skills and learning English vocabulary	4.38	0.632	Very high

Discussion

As stated of two objectives of the research, this study investigated the Attitudes of the people toward the streaming application Netflix in improving English listening skill and English vocabulary learning, and studied the satisfaction of the people toward the streaming application Netflix in improving English listening skill and English vocabulary learning. Based upon these purposes the findings of the study were discussed as follows.

Attitudes

The result showed that the Attitudes of EIC's students toward Netflix in improving listening skill is very high. There were more than 50 % EIC's students think watching English series or movies on Netflix can improve English listening skill and 48.6 % EIC's students think that watching English series or movies on Netflix enables to learn new vocabulary in various contexts. This finding showed that most EIC's students English listening skill and learning vocabulary Attitudes were very high. The result showed that the participants have the good attitude in improving listening skill and learning vocabulary by watching the English and Thai

subtitle movies or series on “Netflix”. The result was in accord with Chidchon Yanarom (2013) study about Developing English Listening-Speaking Skills of the M.5/1 Students through English Movies. This research found that the teachers used foreign movie in teaching and learning process, the results of the development of students' listening and speaking skills were higher. This corresponds to the criteria set by teachers because foreign films allow language learners to practice listening and speaking by undertaking motivational activities. Besides, the learner can study English from English film and series, the learner can also studied repeatedly English by self-learning. That means watching movie and series on Netflix can improve English listening skill and develop English vocabulary. Besides, the result was in accordance with Ken Mahachanawong (2019) conducting a research on Using Tablet Application to Promote English Listening-speaking Abilities and Vocabulary Knowledge among Ethnic Prathomsuksa 2 Students. The study found that multimedia media is a tool to help promote learners' vocabulary without being bored. Learners are satisfied to use it because the app contains images, animation, and the voice of a native speaker that makes learners conceptualize in memorizing various words efficiently. Learners can practice over and over freely. Thus, watching movie and series on Netflix can improve English listening skill and develop English vocabulary. In other cases, it makes learners interested in learning English without boring.

Satisfaction

This research has a purpose to survey about the satisfaction of EIC’s students toward watching English movie and series in improving English listening skill and developing English vocabulary. There were more than 50 % of EIC’s students are satisfied with English series or movies on Netflix because it makes me enjoy learn to improve my listening skill and 51.4 % EIC’s students are satisfied with by watching the English and Thai subtitle movies or series on “Netflix” because it is a good source for learning new vocabulary. The finding showed that people are satisfied with using Netflix in improving English listening skill and learning vocabulary. The result was in accord with Wilada srithongkul (2019), study the Developing Listening-Speaking Skills in English for Communication Subject of Students at Dhonburi Rajabhat University Samutprakarn through Echo English Application. The results of the study of student satisfaction from Dhonburi Rajabhat University, Samut Prakan who used Echo English to improve their listening and speaking skills in the English foe Communication subject were overall very satisfied. Besides, the result was in accordance with Booppha Ponglangga (2016) conducted on The Effects of Using Animation Movie to Develop Speaking Ability and

Satisfaction towards English Studying of Matthayom Suksa III Students of Phraowitthayakom School. Research findings were very high level because the post-learning English speaking ability of Mathayom Suksa III students of Phrao Witthayakom School who were taught with the use of animation movie was higher than their pre-learning counterpart ability at the .01 significance level, and the students' overall satisfaction with English learning by using animation movie was at the highest level. Therefore, learning English listening skill and vocabulary through Netflix were satisfied and has a good effect on learning as well.

The results of a research study English for International Communication Students' Attitudes and Satisfaction toward the Streaming Application Netflix in improving listening skill and English vocabulary learning at Rajamangala University of Technology Lanna Tak. This research studied on EIC's students and participants watched only English subtitle movies or series on Netflix.

Therefore, it will be useful to those who are interested to improve their English skills and continue research in the future. Considering the conclusion above, the researchers would like to propose some suggestions, which hopefully will be useful for teachers, students, and other.

1. This research did not specify the length of watching time. Thus, this research cannot be study about time to improve listening skill and vocabulary by watching Netflix. So, further studies should specify time to watch Netflix for improving listening skill and developing vocabulary competence.

2. This research did not specify the genre of movies and should also separate about ages that you watched. Some movies are age-restricted, which is why some movies cannot be watched by all ages. It is limitation of watching movies in improving listening skill and learning English vocabulary from Netflix because there are different levels of language for adults and children.

3. This research was studied only the improving listening skill and English vocabulary learning. So, further studies should study other skills to study whether accepting watching movies on Netflix can improve other English skills or not.

4. The questionnaire in future research should be stated that the participants have watching English movies or series from Netflix is for entertainment or improve their English skills to ensure the accuracy of the results and the effectiveness of the results. And it can also be useful information to those who are doing research on other consistent topics.

Conclusion.

This research examined Attitudes and satisfaction toward Netflix, a streaming application in Improving listening skill and English vocabulary learning among students majoring in English for International Communication. The objectives of this research aimed to investigate the Attitudes of the people toward the streaming application Netflix in improving English listening skill and English vocabulary learning and to study the satisfaction of the people toward Netflix, streaming application in improving English listening skill and developing English vocabulary learning. And answer two questions of researcher that what is the Attitudes of people toward the streaming application Netflix for improving English listening skill and English vocabulary learning? And what is the level of satisfaction of people toward the streaming application Netflix for improving English listening skill and English vocabulary learning? The participants were a total of 92 EIC's students at Rajamangala University of Technology Lanna Tak but not including 4 researchers. The questionnaire was used as a research instrument. The questionnaire has 2 parts including Attitudes and satisfaction.

According to answer the question 1, the results showed that most students' English listening skill and English vocabulary learning Attitudes was very high. And the satisfaction of the students was very high in English listening skill and English vocabulary learning.

The result of people's Attitudes toward Netflix in improving listening skill was very high. And Attitudes toward Netflix in improving your English vocabulary learning was very high. Therefore, the results showed that most students' English listening skill and English vocabulary learning Attitudes' were very high. Because the application Netflix allows learners to watch series over and over again. The learners can practice listening skill and learning vocabulary motivational activities. Besides, the learner can also practice listening skill and learning vocabulary repeatedly by self-learning. Thus, watching movie and series on Netflix can improve English listening skill. The result was in accord with Chidchon Yanarom (2013) studied about Developing English Listening-Speaking Skills of the M.5/1 Students through English Movies.

The result of people's satisfaction toward Netflix in improving listening skill was very high. And satisfaction toward Netflix in improving English vocabulary learning was very high. Therefore, the results showed that most students' English listening skill and English vocabulary learning satisfaction were very high. Because the learners are interested in learning English and satisfy to practice Listening skill and learning vocabulary toward English series from Netflix.

Thus, the learners can improve Listening skill and learning vocabulary efficiently. The result was in accord with Wilada Srithongkul (2019), studied the Developing Listening-Speaking Skills in English for Communication Subject of Students at Dhonburi Rajabhat University Samutprakarn through Echo English Application. Therefore, English for International Communication Students' Attitudes and Satisfaction toward the Streaming Application Netflix in Improving English skills is

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