### APPENDIX A FLOW CHART **Causes** Statement of the problem 1. The three pupils are looking for the teachers Three pupils of TK A 'Sunflower' at attention because they are not getting teachers Tunas Cemara Kindergarten have attention at class. behaviour problems. 2. The teachers only have little experience in teaching young learners. 3. The pupils get bored with the teaching activities.

# **Potential positive effects**

- 1. The pupils can learn about disciplines and consequences.
- 2. The pupils will not disturb their friends during learning process at class.

# **Potential Solution 1**

classroom rules and should be consequences.

### **Effects**

- 1. The class becomes very noisy.
- 2. The three pupils make other pupils in their table play and chat with them.
- 3. The teaching time is not running properly.
- 4. The teacher cannot handle the three pupils properly.

The teachers should set clear consistent to apply the rules and the

#### **Potential negative effects**

- 1. The pupils might not understand and not follow the rules.
- 2. There will be a certain distance between their teachers and the pupils.
- 3. The punishments are going to be given as the consequences and the punishment could be unfair for the pupils.

### Potential positive effects

- 1. The relationship between the pupils and the teachers is getting close.
- 2. The teacher can make the learning process at class more fun and reduce the noise.
- 3. The teachers will know how to deal with their pupils who have unacceptable behavior.

#### **Potential Solution 2**

The teachers should learn the characteristics of the pupils by communicating with the students, their parents, and reading some references or asking other teachers.

### Potential negative effects

- 1. The teachers have difficulties to understand the characteristic because of their unknown pupils background.
- 2. It takes time for the teachers to communicate with the pupils, do observation, and library research.

### **Potential positive effects**

- 1. The pupils will be excited to follow the activities and they will not make a challenging behavior.
- 2. The teachers will not spend an extra energy to deal with the challenging pupils' behavior.
- 3. The class atmosphere will support the learning process.

#### **Potential Solution 3**

The teachers should vary the teaching activities to make the pupils interested in the lesson.

#### **Chosen Solution**

- 1. The teachers should learn their pupils characteristics.
- 2. The teachers should set clear classroom rules and should be consistent to apply the rules and the consequences.

#### Potential negative effects

- 1. There might be some pupils who are not interested in the activities which can make a new problem for the teachers.
- ←2. The pupils might have difficulties in doing new activities as every activities has it own level difficulty.

# APPENDIX B

# LIST OF THE QUESTIONS OF INTERVIEW

#### For the teachers:

- 1. How is Noni, Ping Lei and Daniel's behavior in class?
- 2. Does their behavior disturb the learning process in class?
- 3. What steps have been taken to deal with their behavior?
- 4. In your opinion, what are the causes of challenging behavior of the three pupils?
- 5. Have you ever related with psychology when dealing with their behavior?
- 6. What are the difficulties that you have experienced in dealing with their behavior?
- 7. How does the school get involved in dealing with the pupils' behavior?
- 8. Are there any requirements for the teachers who apply to teach in this school?
- 9. Is there any special course from the school for the teachers to expand their knowledge and ability about teaching young learners?

# For the pupils:

- 1. Do your parents love you?
- 2. Have your parents been angry at you?
- 3. Did they ever give you punishment? What kind of punishment?
- 4. Are your teachers often angry at you? Why?

# For the parents:

- 1. How is your child's development on academic performance in this school?
- 2. How is your child's behavior at home?
- 3. What do you usually do when your child shows challenging behavior?
- 4. How is the relationship of your family members?