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## PROBLEMATIKA USE OF ONLINE MEDIA AS A LEARNING SOLUTION DURING THE COVID-19 PANDEMIC

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### Abstract

This research aims to find out the problems that occur in the implementation of online learning in the midst of the covid-19 pandemic. The object of the study was a student of State High School 1 Pasuruan. Research with descriptive qualitative approach design is used in this research. It is expected that by using this approach the problems that occur on the ground can be interpreted and described very clearly and easily understood. The results of this study are known that the most widely used application in online learning is google classroom, followed by the use of google form, whatsapp, and youtube applications. In its implementation the use of these various applications has obstacles including 1) difficulty in operating a laptop or mobile phone; 2) lack of internet data packets and does not have wifi network; and 3) Weak internet signal. These obstacles can be overcome with several solutions including the addition of internet quotas for students and training in the operation of online learning media that can be done with the help of local governments. The conclusion obtained from the results of this study is the importance of the role of the government in overcoming online learning obstacles in the field. In addition, the facilitation provided by the central government must also be seen its effectiveness whether it can be fulfilled or vice versa.

**Keywords:** Learning, learning media, online, mobile phones.

### 1. Introduction

The world is not okay. The emergence of a pandemic that confronts life on earth makes the whole world grieve and force it to take better care of its health. As is the case today, the world is being hit by the covid-19 pandemic that makes the entire world community unable to carry out daily activities freely as usual. Restrictions on activities ranging from the reduction of mass gatherings, the implementation of very strict health protocols, to restrictions on school hours were imposed as a result of this pandemic. Covid-19 is caused by a virus that was first discovered in China. This virus attacks the resistance of the human body and if it is severe it can cause death, so on January 30, 2020 WHO (World Health Organization) declared a state of emergency and declared that this virus is a world pandemic.

The consequences caused by the corona virus or commonly referred to as covid-19 is also felt in Indonesia. The covid-19 pandemic made various lines of human life change drastically. These changes can be seen in various aspects of life such as in the field of economics, health, and no exception in the world of education. The Indonesian government itself has a way to prevent the transmission of this virus. One of them is echoed slogans and suggestions to avoid the crowd, apply distance when meeting others, and always wash your hands regularly.

The effects of this pandemic led the Indonesian government to issue various new rules that were used to adjust the situation and prevent the occurrence of widespread transmission of the virus. The advice to keep a distance and avoid crowds causes the world of education that is usually done offline is changed by using online methods. Another rule issued by the government through its ministerial rules is Circular Letter No. 4 of 2020 on the implementation of education in the emergency period of coronavirus disease



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(Covid-19). The most prominent rule in the circular is the elimination of national examinations and face-to-face learning is diverted to distance learning or better known as online [2].

The issuance of the circular made a drastic change in the scope of learning in the classroom, thus forcing educators or teachers to innovate to still be able to do distance learning. Thus requiring educators to change the conventional learning model by coming face-to-face with online-based learning that can be followed by students wherever they are. The use of online learning media is the only option that educators must use to still be able to convey the subject matter.

Media itself can be interpreted as a product that contains material and is designed to be used and understood by others. The purpose is intended for learning subjects if the intended media is used in learning. Online learning media can be understood. While the learning media itself is understood as a tool used to facilitate teachers in delivering learning materials, so that the goals to be achieved in the teaching and learning process can be achieved [5]. Based on the understanding that has been explained earlier, the online learning media is a tool used to facilitate the learning process and can be done remotely.

Online media used in learning can be in the form of discussion groups and coordinating students in learning by using WA (Whatsapp), the use of google forms for assignment delivery, the activation of school e-learning, google access and also youtube as a source of reference for students and teachers, in addition to the google meet or zoom application used for teachers to explain learning materials and can interact virtually with students. The development of online learning media has a positive side in supporting students' understanding of the material delivered by teachers. Online learning media one of the benefits is that it can improve the understanding of learners' concepts, and can be used as one of the relevant sources in learning [6].

The use of online media as a tool in learning cannot be run perfectly considering that not all teachers in Indonesia are "technologically literate". Data in the field shows that until November 2020, about 60% of teachers have a fairly low ability in the operation of technology to support learning during the covid-19 pandemic [7]. This data is supported by Mugara's opinion that only a few teachers can use online media such as Google, Facebook, email, and almost all social media for class learning. This problem is certainly a very complicated polemic [8]. Considering teachers are required to use online media even though they are not yet "technologically literate".

This condition is very influential on the teaching and learning process felt by teachers and students. No exception for teachers who teach X-class students at State High School 1 Pasuruan. When compared to class XI and class XII students, class X students have a level of difficulty that tends to be higher. This is because X-grade students have just moved to the learning environment from the first secondary education level. This distance learning makes teachers and students of class X have never met in person with their classmates. So that the need for adaptation is long enough because there has never been a direct interaction between the students of class X. Meanwhile, various kinds of difficulties arise when online learning must be carried out. This is in accordance with the results of research conducted by Asmuni which states that the implementation of online learning which is distance learning during the COVID-19 pandemic has various problems [9]. So based on this the researcher wants to do research whether the same thing also happens in other schools.

The object that will be used in this research is the difficulties faced by teachers and students at SMA Negeri 1 Pasuruan. Because in learning who feel the direct impact of changes in the learning system are students and teachers. Based on the explanation above, the researcher wants to conduct a study entitled "The problems of using online media as a learning solution during the COVID-19 pandemic". The concentration that will be studied in this study is focused on the problems faced by students in conducting distance learning during the COVID-19 pandemic using



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online learning media. Similar studies have also been conducted several times but have some differences with the research that will be conducted in this study. These studies were carried out by Asmuni with the title problems of online learning during the covid-19 pandemic and solutions, then Al Ihwana's research with the title problems of online learning in elementary schools in the era of the covid-19 pandemic, and research conducted by Saripah Anum Harahap entitled Problems of online and offline learning for early childhood for teachers and parents during the covid 19 pandemic. Based on these previous studies, it is known that there are many problems in implementing online learning. What makes this research different is the object and location of the research. So this difference will bring up data that may be different or the same as previous research. The purpose of this study is to find out what are the problems faced by class X students at SMA Negeri 1 Pasuruan. So that later a solution can be proposed to overcome this problem.

## 2. Method

This research uses descriptive qualitative research methods. Interpretation of naturally occurring circumstances with the intention of collecting data and giving meaning to the results of the data [9]. The data collected in this study is data from the results of interviews. This is in accordance with the characteristics of data collection techniques in qualitative research that have characteristics such as observation, interview, and documentation [10]. The object of this study is a student at State High School 1 Pasuruan. The data that will be generated in this study can illustrate the learning problems that exist in the field. This research explains what are the obstacles in online learning in pandemic times. In line with the objectives of qualitative research that describe clearly about the results data in a study. Data collection is done using the help of google form applications whose questions have been adjusted to the data needs in this study.

## 3. Results And Discussions

### 3.1 Online Learning Media

The Covid-19 pandemic changed all forms of learning using online systems. In the implementation of online learning various technological sophistication facilities that were once rarely used today seem to be the main need. Applications that are very often used today such as google meet, zoom meet, google classroom, even up to chat applications that were once only used as interactions between individuals today can be used as online learning media such as whatsapp applications.

This phenomenon is also felt by students at Sma Negeri 1 Pasuruan. A variety of applications that are felt can help the online teaching and learning process is utilized properly. Data retrieval in the field provides a wide selection of applications that are often used and can help the online teaching and learning process. Like whatsapp, youtube, google form, google meet, zoom, LMS in school, e-mail, or google classroom. Data on the ground shows that the application that is often used in the learning of X-grade students at Sma Negeri 1 Pasuruan is a google classroom application. This data can be viewed through the diagram below:



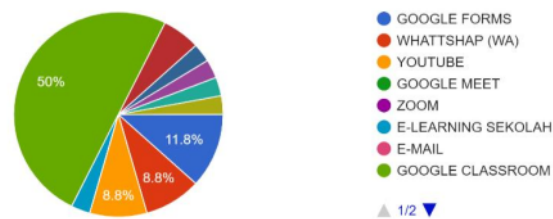


Figure 1. frequently used application diagram

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Based on the diagram data above it can be known that googleclassroom which has the highest percentage is 50%. In addition, the application that ranked second as an application that is often used is google form with a percentage of 11.8%, and followed by whatsapp and youtub applications which both have the same percentage of 8.8%. While other applications are never used in the teaching and learning process. Google classroom becomes a favorite application to be used because it is considered the features in this application is very supportive of the needs of online teaching and learning. The use of google classroom can facilitate assignments given to students, because the storage is directly connected to google drive which is an online or offline document storage application. Then the google classroom application also has a fairly good flexibility where this application can be accessed anywhere and anytime, in addition this application can be used as a means of discussion that can provide new experiences to students [ 11].

The use of google classroom must certainly be supported with electronic tools as a home for online applications. There are two answer options used to answer this question, namely mobile phones or laptops. The results of this study show what electronic tools are easiest to use for the online learning process. It's a mobile phone compared to a laptop. This result is also influenced by the ease of mobile phone features that are used every day by students so that they do not feel difficulty when applying it. In addition, mobile phones can be carried anywhere and do not have a much larger weight and size if using a laptop in the learning process. Not all students have laptops, but almost all students have mobile phones.

### 3.2 Online Learning Constraints

Online learning done at first does not feel easier when compared to offline learning. This is because it requires adjustments that must be made by teachers and students. There are 3 obstacles experienced by students in State High School 1 Pasuruan. The three obstacles consist of 1) difficulty in operating a laptop or mobile phone; 2) lack of internet data packets and does not have wifi network; and 3) Weak internet signal. When online learning has been done no training has been done to introduce how to operate and utilize online-based learning media. So many students feel difficulties when online learning is done. In addition, they are intended to learn independently in order to operate online learning applications well. This is according to the research data depicted in the following diagram:



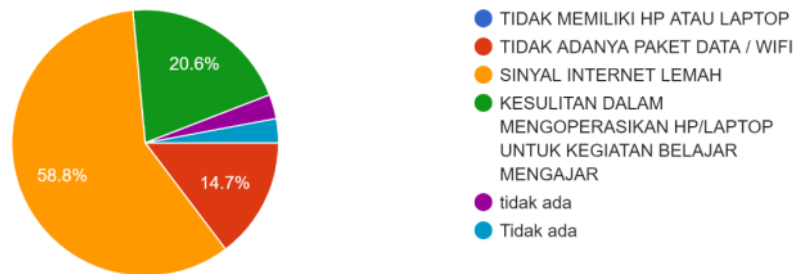


Figure 2. of the obstacles facing students

Based on the diagram data above the difficulty in operating a laptop or mobile phone that will be used in the learning process has a fairly high level with a percentage of 20.6% of the total number of students who give their responses. This must be considered considering that this one obstacle will also affect the smoothness in the teaching and learning process. In addition, this can also hinder students in learning online.

Another obstacle that students face in online learning is that not all homes or neighborhoods that have wifi network. This obstacle greatly hampers the process of learning to teach online. This is evident from the research data depicted in the diagram above where this obstacle is in third position with a presentation of 14.7%. The constraints are at the decision of students to use their internet data plans. Although it has been given internet quota assistance by the Ministry of Education in fact not all regions have a strong signal. So sometimes the data package can not be used optimally. This is the most widely felt obstacle by students. Based on the diagram data, 58.8% of the respondents complained about signals that could be said to be weak. Another factor that affects the difficulty of getting a good internet signal is due to geographical factors, where many students whose residence is far from the city or places that are quite difficult to get internet signals [12].

### 3.3 Online Learning Constraint Solutions

Behind the various obstacles faced by students, implied expectations that students want to be used as a solution as a way out of existing obstacles. Based on data in the field there are two solutions that students expect. As stated in the diagram below:

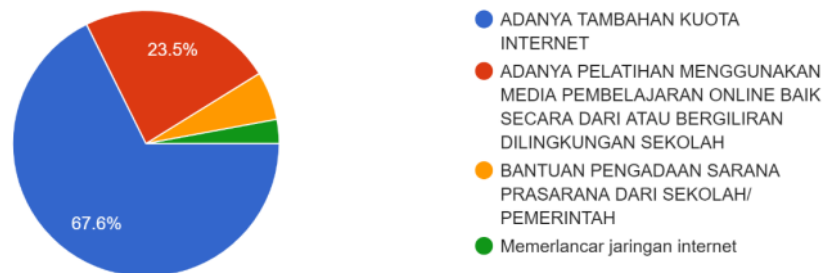


Figure 3. expected solutions

If you make observations of the diagram above, it can be known the expectations or solutions most desired by students are the existence of additional internet quotas. Because so far the assistance provided by the government through the Ministry of Education is considered inadequate, so additional quotas are needed. On the other hand, the provision of internet quotas is felt less evenly, this is because there are



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students who still do not get internet quotas from the government. The causative factors vary from students who have registered their phone numbers but still do not get internet quotas from the government. Another factor is that students change their phone number after the number is deposited with the government. There is no solution to this second factor, the result received for students who change the number is not getting internet quota from the government. So you have to spend extra funds to buy internet quotas.

The second hope is that there is training in operating online learning media that can be facilitated by the government through schools. This is based on the fact that students have a lot of difficulty when operating mobile phones or laptops that will be used in the process of teaching and learning online. This percentage of difficulties reached 23.5% of the total number of students who were respondents in the study. This expected solution can be realized with good communication and coordination between the central government, provincial government, to the city / district government, of course, by utilizing human resources that come from the surrounding community and are considered adequate enough as a guide in the utilization and operation of online learning media. The positive side of this training is that it can add skills and knowledge for students in using applications as an online learning medium [13].

## 4. Conclusions

Learning by using and utilizing online applications as a medium of learning is inevitable. All learning lines in schools are required to use online learning media as a solution to the pandemic that still plagues the territory of Indonesia. If proper utilization is carried out, it will also produce effective learning and quite attractive for students. However, in its implementation has various problems that must be solved together. The use of online media is the only solution that can be used in the midst of this pandemic.

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