

**COMMON PROBLEMS DURING ONLINE LEARNING PROCESS**

**THESIS**

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1442/2022**

## **THESIS**

Submitted to Faculty of Islamic Studies of Muhammadiyah Aceh University  
Banda Aceh as a Partial Fulfillment of the Requirements  
for Bachelor Degree (S-1) on Teacher Education  
of Faculty of Islamic Studies

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It Has Been Defended in Sidang Munaqasyah in front of the Council of  
Examiners for Working Paper and Has Been Accepted  
as a Partial Fulfillment of the Requirements for  
Bachelor Degree (S-1) on Teacher Education  
of Faculty of Islamic Studies

on:

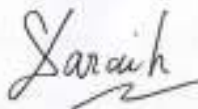
Tuesday, February 19<sup>th</sup> 2022  
Zulhijjah 17<sup>th</sup>, 1442 H

at:

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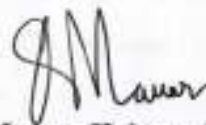
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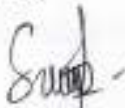
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## **ACKNOWLEDGEMENT**

### **Bismillahirrahmannirrahim**

Firstly, the writer would like to express the biggest gratitude upon Allah SWT who blesses people all the time and has given very countless reward. The one who always guides people's mind and heart by the time getting lost from his way as it is being said in Al- Qur'an of surah Al- Fatihah. And again, the writer sends her warm salutation to the noblest man in the world, That is prophet Muhammad SAW, the one who strongly brings people from the dark to the light time.

Secondly, the writer shows the special thanks to the beloved people in the world who have raised her since the childhood, they are father, mother, and other family members. Because of them, the writer gladly can complete her final assignment in the Muhammadiyah Aceh University.

Thirdly, The greatest thanks especially for all lecturers of English Department who always support and motivate in learning, namely Ika Kana Trisnawati, M.Ed., MA, Nisa S.Pd., M.Pd., Cut Mawar Helmanda, S.Pd I., M.Pd, Ayuna Netta, S.Pd I., M. Pd and Lina Farsia, S.Pd.I, M.Tesol. The deepest thank to Miss Siti Safura, S.Pd I., M. Ed and Sarair, S.Pd., M.Tesol who help the writer in completing this thesis. The thanks are also for friends who study at English Department in Muhammadiyah Aceh University, the one of them is Nurussilmi as unforgettable friend in supporting the writer.

Banda Aceh, February - 19 - 2022

The writer

Novi Wulan Lestari

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## **Abstract**

This study entitled “The common problems during online learning process” and the aims of this study particularly were to know what common problem that the parents face and how the parents overcome the problem during online learning process. The research method used in this study was the qualitative approach. The study involved ten people to be participant to explain what kind of problem that happened on online learning process and the data was analyzed by reducing data, display and conclusion. The finding for the first research question showed that the parents encountered various problems which made learning process is not effective, the problem mostly happened because of not having a good phone, internet data and bad connection. The finding for second research question showed that the parents make a contact with teachers and they would stay with the children to finish all tasks given by teachers.

**Key Word: Problem, Online Learning, Process**

## CHAPTER 1

### INTRODUCTION

#### A. Background of Study

At the time of globalization era and technology are getting more advanced. The education is definitely one of the most influential factors that it plays a very massive role toward students' life. The understanding of education based on the laws is a conscious effort and being planned to carry out the condition of teaching and learning process so that the students actively develop their potentials to have a spiritual power. In this case, the students must learn hardly to achieve potentials.

Nowadays, learning is a very important issue for all of students around the world especially Indonesia, it can be both in school and university. The students surely have already understood that learning activity is one of the processes which is able to make learners to obtain the knowledge of anything what they learn. On the other hand, it can also change the students' characters to be better.

As Aunurrahman explained that learning Learning is a process that someone goes through in order to completely change their behavior as a result of their interactions with other people.<sup>1</sup> Besides, Ramayuli reinforced that Changing one's way of life in the learning process can be accomplished by trying to listen to what others have to say about their opinions and ideas, as well as following the steps they provide in order to achieve goodness.<sup>2</sup> Additionally, learning means making an effort to find out the new things, it can be individually or with o

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<sup>1</sup>Aunurrahman, *Belajar dan Pembelajaran*, (Bandung: PT. Alfabeta, 2013), P. 35-36..

<sup>2</sup> Ramayulis, *Ilmu Pendidikan Islam* , (Jakarta: Kalam Mulia, 2002), P.235

Regarding about learning, the students currently must follow the process of teaching and learning with online system since it is affected by the spread of a new type of deadliest virus. Therefore, all students at both schools and universities forcibly start to study from home by using some media platform of applications that require internet connection such as Whatsapp, Email, and Zoom. Thus, the students would need smartphone and laptop to join online class.

As a result, there are many problems and obstacles that occur during online learning in which the students have missed their class because of some factors. Moreover, the parents from over places also find various challenges when their children study and fulfill the assignment through online system.

Based on the description above, the writer would like to conduct a study in order to get any further information relevant with the problems that most students find at the time of completing the task through online learning, it is entitled “Common Problem During Online Learning Process”. To get the result of data as it is expected, so then the writer involved a few respondents especially the parents who have the problem and another matters when the online learning continues. Therefore, the writer asked them to give any responses that are related to what kind of the familiar things and problems they usually accept from their children at the time of online class runs like not having much internet data or bad internet signal. And also sharing opinion how the parents will handle all of those problems.

## **B. Terminologies**

In this part, the writer presented several statements by the experts of the concept that will be explained below here for wide understanding so then the readers do not find misunderstanding in this study.

### **1) Problem**

According to Abdul Cholil, Problems are a tiny part of life; each person will have and face them on their own or as a result of other people's actions.<sup>3</sup> So that it needs the solution to solve. It means the problem has been the most common thing that happens every time from any aspect, for instance, lack of finance, do not keep promise and making mistake with others .

### **2) Learning**

Schunk explains that Learning is defined as the process of changing one's behavior in such a way that it can last for a long time and affects one's behavior in a positive way; the consequence of this might occur when people practice with others or have an experience. Learners gain a variety of benefits from learning, including skills in a variety of sectors, self-confidence, attitude, conduct, management strategy, and knowledge gained through the process.<sup>4</sup> It can be described that by doing the activity of learning people will surely produce more knowledge so that they can expand their understanding of all matters.

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<sup>3</sup>Dunia Pendidikan, Definisi Masalah, June 2021. Accessed on 5 May 2021 From <https://duniapendidikan.co.id>

<sup>4</sup>Dale. H. Schunk, *Learning Theories: An Educational Perspective Sixth Edition*, (Boston, MA: Pearson Education, 2012), p. 2.

### 3) The Online Learning

Dabbagh and Ritland states, The process of online learning is an open learning system that can spread to any location via the internet network's media and technology resources.<sup>5</sup>

The purpose of online learning in this study is to discuss the problem that the parents find when their children join this class.

### **C. Research Questions**

The research questions of this study will be presented as follow:

1. What the common problems do the parents face during online learning process?
2. How do the parents overcome the common problems during online learning process?

### **D. Aims of the Study**

Based on the research questions, the aims of the study are:

1. To discover the common problems that the parents face during online learning process.
2. To discover how the parents overcome the common problems during online learning process.

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<sup>5</sup>Nada Dabbagh and Bannan Ritland, *Online Learning, Concept, Strategies, and Application*, (New Jersey: Pearson Merrill Prentice Hall, 2005), P. 5.

## **E. Research Methodology**

### **1. Research Design**

In conducting this study, the writer uses a research design relevant with qualitative method. The reason of applying this method is to describe the data as wide as possible that the respondents share during the process of study continues. Furthermore, According to Moleong, The qualitative approach is one of the procedures for obtaining comprehensive data in the form of descriptions from respondents who are participating in research by describing every word they say.<sup>6</sup> Thus, qualitative is regarding an approach used by researchers to describe the data

### **2. Technique of Data Collection**

To get the data as the writer expected in this study, so the writer uses the following instrument:

#### **a. Interview**

In doing the interview, the writer intentionally would like to invite some parents who have the children facing online learning almost two years, especially living in the village. While reason of conducting this activity is to know more about various common problems and factors that becomes the obstacle for them. Interview is a method of questioning and replying that takes place between the interviewer and the respondent with the goal of learning more about the case that the interviewer is asking about. Moleong

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<sup>6</sup>Lexy Moleong, *Metode Penelitian Qualitative*, (Bandung: PT. Remaja Rosakarya, 2005), P. 5.

described, the interview is a dialogue that has a specific aim, and it is conducted by two parties: the interviewer, who asks a few questions, and the informant, who responds to those questions..<sup>7</sup>

### 3. Technique of Data Analysis

During completing this study, the writer considered the instruments of interview. The data analysis is one of the processes used to find and combine all information from the respondents' answer that are related to the study. According to Helaludin and Wijaya, Data analysis is a comprehensive effort to solve a problem or focus on a specific aspect of a study so that the structure and order of the decomposed form are clearly seen and easily digested or captured in meaning.<sup>8</sup> Furthermore, there are some stages to do data analysis of qualitative method, namely, Data Reduction, Data Display, and Conclusion.<sup>9</sup>

#### a. Data Reduction

Data reduction is defined as a process of selecting, sharpening, focusing on the needed data, and also drawing conclusion. The data produced at the field especially in doing interview, it is still very disorder and row. Therefore, it needs to make this data reduction in order to find the result as the researchers expected in the process of study.<sup>10</sup>

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<sup>7</sup>Lexy Moleong, *Metode Penelitian Qualitative*, (Bandung: PT. Remaja Rosakarya, 2005), P. 186.

<sup>8</sup>Helaluddin and Wijaya, *Analisis Data Kualitatif: Sebuah Tinjauan Teori dan Praktik*. Makassar: Universitas Negeri Makassar, 2019) P. 99.

<sup>9</sup>Ibid, P. 123.

<sup>10</sup>Matthew Miles, Michael Huberman and Jhonny Saldana, *Qualitative Data Analysis: A Methods Sourcebook*. Third. Ed. United States of America: SAGE Publication, Inc. Edition. New York: State University of New York Genesco, 2014.

### b. Data Display

Data display is one of steps carried out by researchers intentionally to present the result of data that has been filtered and arranged in data reduction before. This data will be presented in the form of description which still contains the same words from the respondents.<sup>11</sup>

### c. Conclusion/ Data Verification

Drawing conclusion in data analysis of qualitative method is the last phase done by researchers to see the result of data reduction. The purpose of this step is to seek the meaning of data by searching the connection, similarity, or difference to become the conclusion to make conclusion as the answer of problems in the research.<sup>12</sup>

## F. Population and Sample

The population is a definition of the generalization things consisting of objects or subjects that it has the certain qualities and characteristics.<sup>13</sup> The population is the common subjects where the writer selected them to become as a sample at the time study is being conducted. However, the sample is the object that would participate in the study and it takes only some people of population. Margono explains that the sample is defined as a

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<sup>11</sup>Matthew Miles, Michael Huberman and Jhonny Saldana, *Qualitative Data Analysis: A Methods Sourcebook*, 2014.

<sup>12</sup>Ibid

<sup>13</sup>Nurul Zuriah, *Metodology Penelitian Sosial Data dan Pendidikan*, (Jakarta : PT. Bumi Aksara 2007) , p. 116.

modest selection of a number of study items that are typical of the population in order to establish a sample that represents the population.<sup>14</sup>

Therefore, the writer conducted this study at a village located in around Nagan Raya of Aceh province in Indonesia, and the sample or respondent to answer the questions given in an interview is the parents who find the problem on online learning process especially during Covid-19 pandemic for almost two years. The writer would like to choose 10 people to share the response based on their opinion by using technique purposive sampling. Purposive sampling is a technique applied in the case of research in order to choose sample regularly.<sup>15</sup>

## **G. The Significance of Study**

### **1. Students**

The writer hoped that this study will help any students know how to solve the problems that happen during online learning process and also find out what kind of common problems always appear for them when learning at home. Besides, this study can encourage all of students to be always excited in the process of studying.

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<sup>14</sup>Margono, *Metodologi Penelitian Pendidikan*, (Jakarta: Rineka Cipta, 2004), p. 118.

<sup>15</sup>Sugiyono, *Memahami penelitian Qualitative*, (Bandung: Alfabeta, 2012), P. 218.

## 2. The Teachers

It is expected that all of teachers will see finding of this study as the way to discover the problems on online learning. And also the teachers can help students in any sides to continue their study.

## 3. The other researchers

The other researchers will be able to understand and find out the things that they need to observe more, especially the problems occurring during online learning process so that their next result will show more proof.

## **CHAPTER II**

### **REVIEW OF RELATED LITERATURE**

#### **A. Online Learning**

##### **1. Definition of Online Learning**

Online learning or learning by internet signal today is a common activity at the field of education and becomes one of new challenges for teachers and students. It asks all teachers from elementary to senior high school, and also lecturers in universities to use a media actively as a tool for learning process. Therefore, they must be able to masters all kinds of media like applications of Zoom, Whatsapp, and E-mail as most people now use to have interaction.

According to Kurtanto, The process of online learning is a system using technology tool that needs the network of internet, like virtual class, video, online texts, email, conference phone, voice message, and online streaming video.<sup>1</sup> To make online learning go well, so then the teachers have to be as creative as possible in leading the class from distance. Meanwhile Daryanto states that online learning or E-learning is an implementation of learning process that runs through electronic tools connected to the internet signal, here the students try to produce materials based on the necessity in learning, and also students can seek and find various information from different sources effectively.<sup>2</sup>

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<sup>1</sup>Kuntarto, 2017. Kefektifan Model Pembelajaran Daring Dalam Perkuliahan Bahasa Indonesia Diperguruan Tinggi. Jurnal Indonesia Language Education adn Literature, Vol. 3, No. 1, (2011), P. 102

<sup>2</sup>Daryanto, *Media Pembelajaran*, (Yogyakarta: Gramedia, 2010), P. 168

Bilfaqih dan Qomarudin Say that the activity of online learning means a system that makes a group of people possible to learn material of the lesson massively and unlimited times, it only takes the internet connections.<sup>3</sup> While Alimuddin presents the opinion that using internet signal surely will increase the skill of students based on globalization era that is advanced.<sup>4</sup> Adhe defines that the process of online learning can give an effective lesson of different subject and followed by the feedback that is relevant with material and discussion delivered.<sup>5</sup>

Meanwhile according to Permendikbud RI Number 109, 2013, the teachers and students can implement the education of distance by using any media, it must be connected to internet network as one of efforts to create maximum infrastructure and facilities in the communication media.<sup>6</sup> Besides, Indrakusuma states that E-learning is a full word of Electronic Learning that becomes a new step in teaching and learning process for teachers and students so then it needs the internet system to start learning activity.<sup>7</sup> Today many students and teachers as role players in the field of education feel easy during online process because of communication and technology development. According to Dabbagh and Ritland, online learning means a wide and

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<sup>3</sup> Bilfaqih and Qomarudin, *Esensi Penyusunan Materi Daring Untuk Pendidikan dan Pelatihan*, (Yogyakarta: DeePublish, 2015), P. 1.

<sup>4</sup> Rahamma Alimuddin and Nadjib, "INTensitas Penggunaan E-Learning dalam Menunjang Pembelajaran Mahasiswa Program Sarjana (S1) di Universitas Hasanuddin", *Jurnal Komunikasi KAREBA*, Vol. 4, No. 4, (2015), P. 388.

<sup>5</sup> Adhe, "Model Pembelajaran Daring Matakuliah Kajian PAUD di Jurusan PG PAUD Fakultas Ilmu Pendidikan Negeri Surabaya", *Jurnal of Early Childhood Care & Education*, Vol. 1, No. 1, (2018), P. 27.

<sup>6</sup> Peraturan Menteri Pendidikan dan Kebudayaan Republik Indonesia Nomor 109 Tahun 2013 tentang Penyelenggaraan Pendidikan Jarak Jauh. (n.d.).

<sup>7</sup> Abdul Haris Indrakusuma and Asti Riani Putri, *E-Learning: Teori dan Desain*, (Tulungagung: STKIP PGRI Tulungagung, 2016), P. 2.

open system as a way to help people at field of education using technology of internet connection to make a learning process go well<sup>8</sup>

Furthermore, Naidu describes that the concept of E- Learning is a system in teaching and learning process where it delivers information and give communication by using a technology of internet connection, E- Learning can holds all activities and task in educational fields conducted by a person or a group of people who works in online with computer and other tools.<sup>9</sup>

Syamsuddin states that E- learning contains the activity of learning process that goes through electronic tools that need the internet connection, so then the students can try to find any materials for learning based on the need.<sup>10</sup> E- Learning is a new method in education field that brings a productive change for learning process. when E- Learning is conducted, the students already start to study independently and be smart in choosing a topic where the teachers do not have to explain about material to make discussion in the class.

From the explanation above, it can be summarized that the online learning today become the most popular activity and very helpful method for all students and teachers to make class run effectively, online learning also gives the free time for students to study.

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<sup>8</sup>Dabbagh and Ritland, *Online Learning: Concept, Strategy, and Application*, (New Yersey: Pearson Merrill Prentice Hall, 2005), P. 15.

<sup>9</sup>Urdan, T. A., & Wegen, C, *Corporate E-learning Exploring a New Frontier*, (San Francisco: WR Hambrecht, 2000), P. 465.

<sup>10</sup>Syarifudin, “Pengembangan Sistem Pembelajaran Online di SMK NU Unggaran” (2017)

## **2. Types of Online Learning**

In general, there are two types of online learning as a basic implementation so that two these types basically need the internet network that it becomes into media for communication parts between teachers and students.

Stefan explains that a type of Sincrone learning System is one of the methods of online learning where this activity is implemented by teachers and lecturers directly based on each lesson, during the process, the teachers and students of school or university will have an interaction together by sending message to one another or through video calls.<sup>11</sup>

There is second type of online learning, Stefan adds that Asinchrone learning system is a kind of learning process relevant to the implementation that is not running directly, it makes students possible to study any material based on the level of their need and at free time without doing another activities. This online learning is also known as web based training that every student can learn independently anytime and anywhere.<sup>12</sup>

In addition, online learning has more types so then teachers can carry it out according to ability of students who join class. The first, synchronous web- based instruction is defined implementation of learning and delivering materials are conducted through website so the teachers and students do not get the interaction for

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<sup>11</sup>Stefan Hranstinski, Asynchronous and Synchronous Learning, November 2008. Accessed on 10 September 2020 from <https://er.educause.edu>

<sup>12</sup>Ibid

discussing topics together. Therefore, the learning process runs differently from normal class.<sup>13</sup>

While second is audio Conference, it is a system of online learning process by using the audio equipments that make communication happen from two sides between teachers and students at the same time although they live in different areas. Third is audio graphic, it basically involves audio conference and uses a media of computer to deliver texts and pictures so that it is useful to overcome every weakness in audio conference that cannot support visual form. This audio graphic becomes a learning media which make students interested to learn.<sup>14</sup>

Furthermore, the fourth type of online learning is computer based-instruction, this is a kind of online class which it needs an equipment of computer to save material or another saving space that gives students a big probability to learn interacting directly with that media and also it can be used to learn back again in unlimited times. Meanwhile type of number five is the recorded audio, it is a method of online learning activity that delivers the materials for students to study in a form of audio recording. As a result, this media basically can save much internet data that is used for online learning process.<sup>15</sup>

The sixth is recorded video, the learning material in the form of visual audio is saved in recording media such as video tape, digital video disk, and video compact disk. The recorded video will be released on the internet website. Finally, the last type of online learning is satelit E- learning, it is the process of teaching and learning

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<sup>13</sup>Ibid

<sup>14</sup>Stefan Hranstinski, Asynchronous and Synchronous Learning.

<sup>15</sup>Ibid

materials along with sources where materials come commonly are delivered through the process of protocol internet network as distributive network.<sup>16</sup>

Today the instructors who conduct the teaching activity can choose any type of online learning based on their ability. Meanwhile According to Parta Setiawan, there are few type of online learning that can be applied.<sup>17</sup> Setiawan says that web-based learning is a process of learning activity that is implemented through network by using learning management system, it is done from distance.<sup>18</sup>

Moreover, Computer based learning is defined as learning process that needs the computer device, students study independently on each computer, in this part, teachers have a task to make learning process in form of application. Besides, the virtual education is a system of online process where the teachers and students do not meet each other when learning process is ongoing. The teachers make material of learning in virtual form which is video or picture.<sup>19</sup>

Based on the definition above, the writer made conclusion that the online learning has various types so that all of teachers who will carry this activity can choose based on what they are good at. Every types of online learning is very different and has many aspects.

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<sup>16</sup>Stefan Hranstinski, Asynchronous and Synchronous Learning

<sup>17</sup>Parta Setiawan, Pengertian E- Learning, Karakteristik dan Jenisnya, August 2021. Accessed on 2 Septmber 2021 from <https://www.gurupendidikan.co.id>

<sup>18</sup>Ibid

<sup>19</sup>Ibid

### 3. Characteristic of Online Learning

According to Mustafa, there are some characteristics in the process of online learning that it presents different aspects.<sup>20</sup> Mustafa explains that teachers and students are not limited by time and area to do teaching and learning activity and it can continue along with massive group. While second it serves in a form of text graphic that becomes a main focus in delivering various material.<sup>21</sup>

Third, there are chatting spaces or meetings through video call so that it supports aspect of communication. Furthermore, the next things that exist is that the activity of online learning makes an intense interaction between teachers and students. And the material for learning activity can be produced on the internet like google application.<sup>22</sup>

Furthermore, Hasan explains that the online learning is the activity that has a few characteristics. First, using and studying material independently where teachers and students save it on computer or smatphone so that they can access on it anytime and anywhere. Second, online learning basically uses an electronic technology tool. And third, it uses a learning schedule, curriculum, result of advance in learning process, and also the things which are relevant with education administration can be

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<sup>20</sup>Mustofa, Chodzirin and Sayekti, "Formulasi Model Perkuliahan Daring Sebagai Upaya Menekan Disparitas Kualitas Perguruan Tinggi", *Walisongo Jurnal of Information and Technology*, Vol. 1, No. 2, (2019), P. 154.

<sup>21</sup>Ibid

<sup>22</sup>Ibid

seen on every computer and handphone.<sup>23</sup> In addition, fourth is that the online learning uses the advance of computer and digital technology.<sup>24</sup>

Additionally, Herayanti states that there are some characteristics on online learning process that show the characters of teachers and students.<sup>25</sup> Interacting to anything that stays constantly, teachers and students are able to have a long communication discussing various topics. It is independent to anything which is relevant with learning material. Furthermore, teachers who carry out the online class always have a certainty in doing evaluation of learning process and also will find access to all form of learning.<sup>26</sup>

Besides, According to the rule of education and culture minister, the system of online learning or commonly it is called as daring has its own characteristics.<sup>27</sup> First, the implementation of distance education is one of learning processes that teachers and students carry it out through communication without meeting each other. Second, learning uses electronic is a main focus on learning process so that the students may have possible access to obtain material anytime and anywhere.<sup>28</sup>

Third, the process on online learning needs some materials of new sources for discussion topic and it is only focused on technology tool that getting is more advanced in this era like various electronic learning media in the field of education.

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<sup>23</sup>Amin Hasan, *Pengertian , Manfaat, dan Karakteristik E- Learning*, 2019. Accessed on 8 September 2021 from <http://www.smkbkujkt.sch.id>

<sup>24</sup>Ibid

<sup>25</sup>Krisna, *Pembelajaran Daring*, June 2021. Accessed on 10 September 2021 from <https://meenta.net>

<sup>26</sup>Ibid

<sup>27</sup>Menteri Pendidikan dan Kebudayaan, *Pendidikan Jarak jauh*, Nomor 109 2013. Accessed on 8 September 2021 from <https://lppmp.uns.ac.id>

<sup>28</sup>Ibid

And fourth, the integrated learning becomes a main base for distance learning process to create open characteristic, independence, and uses more modern tools as a media to help students learn.<sup>29</sup>

In the same way, Santika reinforces which the activity of online learning contains some characteristics during learning process, all of students who live in different places can work together through online way in order to increase their knowledge of all fields and can solve problem together.<sup>30</sup> Besides, it strongly guides students from anywhere to make a community for learning activity. Using media on website that the students can access it through internet, the learning is based on computer/smartphone. Online learning process is relevant with Interactivity, accessibility and independence aspects.<sup>31</sup>

In summary, it can be concluded that the online learning comes with many characteristics that consist of different aspects so that all schools and universities are interested and start to implement it.

## **B. Online Learning process**

### **1. Method and Technique of Online Learning**

When online learning process is carried out by many teachers, there are a few methods that they need to apply so that teaching and learning process go well.

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<sup>29</sup>Menteri Pendidikan dan Kebudayaan, Pendidikan Jarak jauh, Nomor 109 2013

<sup>30</sup>Wayan Eka Santika, "Pendidikan Karakter Pada Pembelajaran Daring", Jurnal Indonesian Values and Character Education, Vol. 3, No. 1 Tahun 2020

<sup>31</sup>Ibid

According to Nita Oktifa, there are five methods or techniques for online learning activity, each teacher must master all of these.<sup>32</sup>

First is an enough planning for class, in this part the teachers have to make a plan for learning implementation as detail as possible, know how to assess the result of learning and what kind of media to use on online learning. While second is creative, the teacher must be more creative in overcoming problem that students face during online class, teachers have to find many ways to make learning activity always normal.<sup>33</sup> The third is to maintain communication, every teacher has to keep a good and friendly communication with all students and ensure them not to feel alone and ignored during online learning. Fourth, Keeping eye contact, the teachers should always pay attention on the camera to see students' behaviors when the online learning is done through video. And last is to master technology, the teachers need to master and understand technology that can help them do learning process on online system.<sup>34</sup>

On the other side, there is also another method of online learning process that teachers can implement.<sup>35</sup> Oktifa states that online learning of competence basis is a system to make students achieve the competences of four bases. First, critical thinking that guides students to solve every problem on online learning. Second aspect is creative thinking that the teachers accompany students who have a high level of creativity to think and see a problem of any aspects on online learning. Third,

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<sup>32</sup>Nita Oktifa, Teknik - Teknik Mengajar Online, July. Accessed on 10 September 2021 from <https://akupintar.id>

<sup>33</sup>Nita Oktifa, Teknik - Teknik Mengajar Online

<sup>34</sup>Ibid

<sup>35</sup>Ibid

collaboration is that the teachers, students and other friends must always work together during process of learning. Fourth, Communication is where students feel free to share about their idea and opinion to others quickly and effectively.<sup>36</sup>

Furthermore, she says the hybrid method is a system that combines online learning process with learning of face to face, teachers teach on online class and normal class at the same time so that students produce similar materials. The other is learning with video method, here teachers will deliver materials of learning through video, and also students are asked to make video when learning at home and send it to the teachers.<sup>37</sup>

Thus, teachers and lecturers have to know some method of online learning before teaching the students. Apart from that, the instructors can choose any method which they consider is good to make process learning become effective.

## **2. Media**

Media plays a very useful part in the education field that it can help teachers and students to make learning process continue. Media today becomes a modern tool in delivering materials. Hamzah and Nino have an opinion that the word of media comes from Latin language that means between, it is a communication tool as many people use it to spread the information to others who receive it.<sup>38</sup>

Furthermore, Sadiman states that the media is a thing that has a useful role to send the message of all contents mainly from the senders to the receivers so that it

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<sup>36</sup>Nita Oktifa, Teknik - Teknik Mengajar Online

<sup>37</sup>Rumah.com, Mengenal Metode Pembelajaran Daring yang Efektif, December 2020. Accessed on 7 September 2021 from <https://www.com>pemebelajarandaring>

<sup>38</sup>Hamzah Uno and Nina Lamatanngo, *Teknologi Komunikasi dan informasi Pembelajaran*, (Jakarta: PT Bumi Aksara, 2011), P. 121.

can stimulates such as thought, feeling, attention, and desire of students until the teaching and learning process occur.<sup>39</sup> In addition, Djamarah reinforces that the media is a very helpful object for anything especially as message transfer of teachers to learners to achieve the purpose of learning process.<sup>40</sup>

According to Nur hadi Waryanto, the media becomes an external factor that can play role in the education issue in order to increase efficiency of learning process.<sup>41</sup> The teachers and students will have more competence in education field by using media as extra tool make learning process run successfully.

Learning media can quickly strengthen students` desires in looking for material and topic and it makes students feel excited during learning process. Beside that, Rudi and say the learning media has been a technology of sending the message that can be applied for a need of learning.<sup>42</sup> The understanding of learning media can be said as a productive object that can help people to delivering and sending message/material in planned process, so that it makes a conductive learning condition where people can do learning process in efficient and effective ways.

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<sup>39</sup>Arief Sadiman, *Media pembelajaran dan Proses Belajar Mengajar, Pengertian Pengembangan dan Pemanfaatan*, (Jakarta: PT. Rajagrafindo Persada, 2002), P. 6.

<sup>40</sup>Syaiful Bahri Djamarah, *Strategi Belajar Mengajar*, (Banjarmasin: Rumin Pustaka Jaya, 1995), P. 136.

<sup>41</sup> Nur Hadi Waryanto, *Teknik Dasar Macromedia Flash*, (Yogjakarta: Laboratorium Komputer Jurusan Pendidikan Matematika FMIPA UNY, 2006), P. 1.

<sup>42</sup>Rudi Susilana and Cepi Riyana, *Media Pembelajaran*, (Bandung: CV Wacana Prima, 2009), P. 1

According to Ahmand Fujianto, the use of media is something that can share the message from the sender to receiver of that message, it can be in a form of hardware or software.<sup>43</sup>

### **3. Online Learning with Zoom Meeting and Whatsapp**

Today, nearly all schools and universities commonly have used variety of media to help students and teachers remain to learn as usual. Since the online learning is implemented, the teachers and lecturers start to use applications such as Zoom Meeting, Whatsapp, and also Google Meet for the process of learning.

#### **1. Zoom Meeting**

According to Silviana Dewi, Zoom Meeting is one of the new platforms basically for aim of communication to each other by using video process.<sup>44</sup> And everyone can use this application in any fields either cellular or desktop.

Furthermore, Hartono explains that Zoom Meeting is made by Eric Yuan that contains so many benefits for its users anywhere. Firstly, it can hold about one hundred people or participants who will do a meeting project.<sup>45</sup> While secondly, it gives free time around 40 minutes of video for people who make a meeting. Thirdly, the quality of picture and voice is High Definition, screen sharing, access to

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<sup>43</sup>Ahmad Fujianto, Penggunaan Media Audio visual Untuk meningkatkan Hasil Belajar Siswa Pada Materi Hubungan Antar Makhluk, 2016, P. 842.

<sup>44</sup>Dinda Silviana Dewi, Zoom Meeting Application, Maret 2020. Accessed on 10 September 2021 From <https://tirto.id/eGF7> <https://tirto.id/eGF7>

<sup>45</sup>Tristin Hartono, Zoom Meeting, April 2021, Accessed on 23 September 2021 from <https://www.dewaweb.com>

background. Besides, it makes a schedule and records all meeting process, and it divides the participants into some rooms.<sup>46</sup>

The learning process with media of Zoom meeting, teachers and students will see each other on online system when the activity learning is conducted, in this part, all participants will have a conversation to discuss a topic of a lesson.

## 2. Whatsapp Messenger

Budi Utomo states that whatsapp is an application to send the message instantly and quickly that it is available on handphone, computer, and laptop that makes its users possible to send and receive any message, so then it does not need the balance, but it must be connected to internet network.<sup>47</sup>

Furthermore, Whatsapp is an application that many people use today as helpful device to send message, picture, and video from around the world. Besides, whatsapp today has been playing a very important role at the field of education that teachers and students it for process of learning.<sup>48</sup>

During learning process, teachers personally will send material or assignment to the students in the form of text, picture, and video, so then students independently have to learn and finish the assignment.<sup>49</sup> In addition, teachers and students can also get the process of teaching and learning on whatsapp through video call that does not take much internet data.

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<sup>46</sup>Ibid

<sup>47</sup>Budi Utomo, Whatsapp, May 2019. Accessed on 23 Seotember 2021 from <https://www.tagar.id>

<sup>48</sup>Ibid

In conclusion, it can be described that the activity of online learning is conducted with many processes so that it needs method to make class effective and the process of learning is done with the use of media.

### **C. The Advantage and Disadvantage of Online Learning**

#### **a. Advantages**

According to Hadisi and Muna, the process of online learning brings some advantages or benefit for anyone especially students who join online class, they say the advantages appear from various different aspects.<sup>50</sup> Learning on online system today can much more finance of students and their parents so that they can use it for another need. Besides, it also saves economy not to buy more tools for learning. In further, Hadisi and Muna explain that this kind of education is clearly able to keep economy because there is no any need to spend for school equipment such as whiteboard, media, and books.<sup>51</sup>

Besides, the online learning can be arranged based on the level of what students understand. The flexibility of time on online learning makes learners possible to set the learning schedule because learners can produce the material anytime they have desire on it. And also using time for online learning is more effective so that the teachers can deliver materials to students easily. In addition,

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<sup>50</sup>Hadisi and Muna, "Pengelolaan teknologi dan informasi Dalam Menciptakan Inovasi Pembelajaran (E- Learning)", Jurnal Al- Ta'dip, 8 (2015), P. 131.

<sup>51</sup>Ibid

during learning process, the students surely will understand each material that teachers give to them.<sup>52</sup>

The process of online learning can go well at all of places and areas, it makes learners easy to get material anywhere, the teacher and students can choose any place or room to join teaching and learning process so that they do not find any problem and difficulty. Moreover, the online learning makes it possible to use media for learning tool as era advance so that the students become more interested in learning. The teachers can easily use any media like Zoom Meeting, Google Meet, whatsapp, and E-mail to continue the teaching and learning process with students.<sup>53</sup>

Moreover, Pranoto also explains that the implementation of online learning has some advantages for students who participate in that activity.<sup>54</sup>

The activity of online learning is able to improve students' ability and knowledge to learn independently. It also makes students active and effective in participating in a community for learning, online learning increases a material quality for teachers and also a training independently. It will increase the ability of teachers and students to send or perform material with technology tools.<sup>55</sup>

Meanwhile Molinda says that the students who participate on online class will find some advantages.<sup>56</sup> Firstly, learning on Internet can identify text, audio, graphic, and videos, in this part teachers and students will produce more knowledge how to

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<sup>52</sup>Ibid

<sup>53</sup>Hadisi and Muna, "Pengelolaan teknologi dan informasi Dalam Menciptakan Inovasi Pembelajaran (E- Learning).

<sup>54</sup>Alvini Pranoto, Sains dan Teknologi, Jakarta: PT Gramedia Pustaka Utama, 2009), P. 309

<sup>55</sup>Ibid

<sup>56</sup>Molinda, Keuntungan belajar Online, 2005, accessed on 19 october 2021 From <https://online-jurnal.unja.ac.id>

use media and technology tools. Secondly, the students can get information personally anytime and anywhere at unlimited time. Thirdly, the students can make a consultant with experts of all fields and share information with other friends. Furthermore, the implementation of online learning makes communication become easy. And last benefit is that it it saves much economy.<sup>57</sup>

In addition, Seno and zainul state about the advantages during online learning process for both teachers and students.<sup>58</sup> They say that the teaching and learning on online makes students and teachers easy in log-in process. Apart from that, the materials on online learning are already prepared on so that the students can access on it easily. Then, Process of submitting and finishing tasks are done on online through google document and google form so that it becomes effective to do and can save the fee. Additionally, learning process is implemented anytime and anywhere.<sup>59</sup>

### **b. Disadvantages**

In contrast, Hadisi and Muna give some opinions that the process of online learning does not only have advantages, but it also has many disadvantages that can affect learners.<sup>60</sup> First, the online learning make students and teachers have less interaction so that they are not close to one another. Since teacher and students do not meet face to face in the school, the communication becomes very rare. Second, there are many more assignments than delivering material. Most students during online

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<sup>57</sup>Ibid

<sup>58</sup>Seno and Zainul, Persepsi Mahasiswa Terhadap Pelaksanaan E- Learning dalam Mata Kuliah Manajemen Sistem informasi, Jurnal Kajian Teknologi Pendidikan, Vol. 2, (2019), P 183.

<sup>59</sup>ibid

<sup>60</sup>Hadisi and Muna, Pengolahan teknologi dan informasi Dalam Menciptakan Inovasi Pembelajaran (E- Learning), P. 132.

learning feel bored and get so many burdens because they have to finish assignment every day.<sup>61</sup>

Furthermore, the third is that the learning motivation does not really increase so that the students feel lazy to study. There is no more motivation that can encourage students to study hard again, teachers have no more way to give some motivation like in normal class. While the fourth thing is that there is less internet access at some areas so that the process of learning is not going well. Most students who live far away from city are not able to get access on the internet network so that they have always missed the class of all lessons.<sup>62</sup>

On the other hand, Nursalam defines that activity of online learning also brings some of disadvantages especially for teachers and students in process of learning. The interaction between teachers and students is very little.<sup>63</sup>It will cause teachers and students tend to ignore academic and social aspects quickly. Besides, teaching and learning process becomes like training more than education. The students really feel more isolated because there is no other student during learning process. The next is that there is no internet facility at all places and areas and students personally do not have knowledge in mastering interne<sup>64</sup>

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<sup>61</sup>Ibid

<sup>62</sup>Hadisi and Muna, *Pengelolaan teknologi dan informasi Dalam Menciptakan Inovasi Pembelajaran (E- Learning)*, P. 132

<sup>63</sup> Nursalam, *Pengertian , Manfaat, dan Karakteristik E- Learning*, 2019. Accessed on 8 September 2021 from <http://www.smkbkujkt.sch.id>

<sup>64</sup>Ibid

Otherwise, according to Sari, there are many disadvantages and weakness in implementing the activity of online learning.<sup>65</sup> Sari says that the online learning has separated between teachers and students during learning process, so that they cannot have a direct interaction like in normal class. Then the teachers are commanded to know and master method, strategy, and learning technique that is based on computer. If not, then the process of sharing information is hampered.<sup>66</sup>

Additionally, the implementation of online learning basically needs internet service that demands students to study independently without hoping to the teachers. If not so, then they cannot achieve the purpose of learning. Furthermore, the weakness technically is that not all students can have the internet facility because it is not always available. And last is the lack of skill in operating computer and internet more optimally.<sup>67</sup>

From the explanation above, it can be summarized that the online learning process has many advantages that it can make students easy to learn independently from distance. In contrast, the online learning also brings some disadvantages so that most students find problem during learning process.

#### **D. Problem during Online Learning**

There are many problems that the students face during learning process of all lessons, basically at online learning. First, the area where many students live cannot

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<sup>65</sup>Sari, "Blended Learning Model Pembelajaran Abad ke- 21 di Perguruan Tinggi Ta'dib," *Jurnal Fakultas Pendidikan dan Pelatihan Guru, Universitas Batusangkar*, Vol. 17, No. 2, (2016), P. 28.

<sup>66</sup>Ibid

<sup>67</sup>Sari, "Blended Learning Model Pembelajaran Abad ke- 21 di Perguruan Tinggi Ta'dib

find internet connection and also less internet data. The second problem is that the media that teachers use for learning makes students bored and tired. The next problem is where the process of online learning is not very interactive between teachers and students like normal class. Moreover, it is difficult to know and see how students show characteristic at learning process. The other case is that it takes many online tasks and homework.<sup>68</sup> And this online learning brings overloading tasks for students.

Meanwhile Basar says that students find various problems and challenges when they have online learning class.<sup>69</sup> Therefore, most students from elementary to senior high schools seem to face the same case in all places. A slow internet signal becomes the main problem for many students, otherwise the process of online learning surely needs a very good internet signal because the media used is like Google Meet, Skype and Zoom Meeting App so that the students can attend online class. Besides, many students who attend online learning just play with another stuff because it is not watched by teacher directly and teacher is also hard to see students' improvement when learning. And the expensive price of internet data is a very big challenge for students in attending process of online learning, because not all of students come from a rich family. It needs much internet data to have meeting on video.<sup>70</sup>

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<sup>68</sup>SMA Negeri 1 Malang, Permasalahan Belajar Online dan Solusinya, January 2021. Accessed on 8 September 2021 from <https://sman1-mglsch.id>

<sup>69</sup>Afip Miftaul Basar, "Problematika Pembelajaran Jarak Jauh Pada Masa Pandemi Covid-19", Jurnal Ilmu Pendidikan, Vol. 2, No. 1, (January 2021).

<sup>70</sup>ibid

Furthermore, According to Ridha, there are some possible problem faced by students during online learning activity, it is relevant with internet network.<sup>71</sup> Another side is about compatible smartphones used by students, less motivation to learn, students have no obligation to submit task like in normal class, and last is the students get difficulty in understanding material given by teachers.<sup>72</sup>

Albertus explains that during online learning most of parents do not really understand about the material that teachers deliver every day so that they always consider the assignments on this online class are more difficult.<sup>73</sup> In addition, Fahlana also describes the same statements that the parents have no wide knowledge to understand materials teachers send through media for learning activity so parents think it is not easy work for them to do it at home without any instruction.<sup>74</sup>

On the other hand, Situmorang and Mahuraja Purba say that the parents who are not familiar in using technology, they will find problem and challenge when teaching the children at home.<sup>75</sup> Additionally, for some parents do not have enough income and facility like smartphone and internet network so that their children miss various materials for learning that the teachers send.

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<sup>71</sup>Ridha, Kendala Pembelajaran Jarak Jauh dan Solusinya, January 2021. Accessed on 1 September 2021 from <https://www.stit.alkifayahriau.ac.id>

<sup>72</sup>Ridha, Kendala Pembelajaran Jarak Jauh dan Solusinya

<sup>73</sup><https://edukasi.kompas.com/read/2020/11/15/143509971/hasil-survei-berikut-3-masalah-orangtua-dampingi-anak-bdr?page=all>.

<sup>74</sup>Fahlana, Kendala dan Peran Orang Tua dalam Pembelajaran Daring, 2021. Accessed on 1 September 2021 from <https://proceeding.unnes.ac.id>

<sup>75</sup> Ester Lina Situmorang and Benteng Martua Mahuraja Purba, Online Learning And Its Challenges For Parents

In conclusion, it can be said that since schools conduct the online learning or study from home, most students face various problems and difficulties so that the students cannot study well like normal class before.

#### **E. Previous Study**

There are some previous studies that researchers have conducted which similar purpose to discover the problem during online learning so that each this study showed different results and perspectives. The first study conducted by Leli Efriana about “Problems of Online Learning during Covid-19 Pandemic in EFL Classroom and the Solution” based on the result of her study, the main problem is that not all students who join online learning always understand every material which teachers deliver to them, it happens because those material sent in e-book and video forms. Some of them just understand but not really comprehensive. On the other hand, another obstacle faced by students is that they do not have any device or smartphone to help for online learning. Second, there are a few teachers who do not understand how to operate computer on online learning process. Some of them also have no knowledge how to connect device to the internet. Third, parents also experience problems during online learning process. Their condition has also affected the activity of online learning. They usually work outside house, like working in government sectors, private sectors, and self-employed fields, so that they do not have time to guide, and help their children in learning to solve the difficulties they face. In

addition, some parents complain that online learning needs much cost for internet data.<sup>76</sup>

Second study conducted by Lia Titi Prawantin and Woro Sumarni that is about “ The problem Online Learning During Covid- 19 Pandemic”, the participant in this study are three main rolers, they are students, teachers, and parents as well. The problem appear is that many students do not have media especially the smartphone that can support online learning process, this cause students to miss the process of online learning too many times. Furthermore, the parents mostly have no much knowledge in supporting their children using device for online learning process and they also always have to stay with the children. Not all parents understand about the development of technology at this modern era, some of them do not even smartphone.<sup>77</sup>

Based on the data of previous study that have been conducted others, both of these previous studies find the same problem which the students have no device to join online class and distant from internet signal. The difference between above study and this study that the writer conducts is just focused on the parents who may find some problem and difficulty when their children are on online class.

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<sup>76</sup>Leli Efriana, Problems of Online Learning during Covid-19 Pandemic in EFL Classroom and the Solution, 2021. Accessed on 19 October 2021 from <https://jurnal.stkipmb.ac.id>

<sup>77</sup>Lia Titi Prawantin and Woro Sumarni, The problem Online Learning During Covid- 19 Pandemic, 2020. Accessed on 19 October 2021 From <https://proceeding.unnes.ac.id>

## CHAPTER III

### THE FINDING AND DISCUSSION

#### A. A Brief Description of Study Location

To obtain the results, the author decided to conduct the study specifically in Suka Raja Village of Nagan Raya Regency, which is led by Drs. Rahman. s.pd and consists of roughly 1120 local residents. Furthermore, the writer hoped to meet some parents who appeared to be experiencing both common and serious issues at an online learning session sponsored by the Ministry of Education.

#### 3.1. The Number of Respondents on Interview Process

| GENDER         | AGE | LOCATION  |
|----------------|-----|-----------|
| First Female   | 28  | Suka Raja |
| Second Female  | 49  | Suka Raja |
| Third Female   | 50  | Suka Raja |
| Fourth Female  | 36  | Suka Raja |
| Fifth Female   | 42  | Suka Raja |
| Sixth Female   | 37  | Suka Raja |
| Seventh Female | 30  | Suka Raja |
| Eighth Female  | 35  | Suka Raja |
| Nine Female    | 40  | Suka Raja |
| Tenth Female   | 42  | Suka Raja |

## **B. Procedure of Data Collection**

To continue the process of this study, then the writer went to see the chief of village by the purpose of asking for permission to conduct the study and gave an explanation about the study that was to get the parents' perception related to online learning process. Therefore, the writer decided to choose ten women in Suka Raja village as the respondents in the study to share the information of the most familiar issues that happen in online learning classes.

The writer used interview as data collection to obtain the result as expected. Before doing the interview, the writer had prepared ten different questions to ask each respondent and spent about a week to visit the respondents' house for getting the data.

After the writer collected all of data, the writer analyzed every response of respondents experienced during online learning process. First, because of data was very complex to present, the writer decided to reduce and erase some words or information that seem not to be related to the questions of this study. Second, the writer arranged the data according to each questions of interview and explains in the form of description. Finally the writer made a conclusion for whole responses about the data to prove what happened to the respondents during online learning process.

### **C. The Result of Study**

In this part, the writer would like to describe all of data based on what the writer found on the process of interview. It was lucky that there were ten people who kindly wanted to share their opinion according to the fact that happened during online learning process and it needed around ten minutes for each respondent. As result of study, the writer decided to describe data by combining all answers from each respondent because it seems that most of them personally gave the same information about the problem and challenges that they faced during online learning process.

1. What do you think about this online learning implemented by the government?

Based on the result of interview with the parents, as the writer recorded the first respondent said that the online learning does not seem to be effective for children because they cannot have a good concentration when teachers start the study of any lessons.

While the second respondents shared her experience that the implementation of online learning is less effective, then it clearly does not help students in teaching and learning process, and also less effective for students who are still in the elementary school. The other respondent stated that students do not gain enough understanding while studying online and that they should return to school because they will have complete study equipment, and that many of them, particularly

students, do not feel as excited or happy when they study in school and meet a lot of friends.

The next respondent said she really does not like the online class that is implemented by the government which it makes people spend much more money only to buy equipment for online learning, such as android phone and internet. Furthermore, it irritates parents since they still have a lot of housework to do, and they do not always have time to watch their children who are enrolled in online classes. Last respondents explained that it is a very difficult activity for students, they cannot understand materials that teachers deliver to them.

2. What problems do you mostly face during online learning at the time of covid-19 pandemic?

Based on the result of interview with the parents of students who are joining online class during covid-19 pandemic. According to the respondent's explanation, the problems always occur at a time when the children are required to stay home for an extended period of time, causing them to become bored and unwilling to return to school. While the second respondent said she faces problems of less internet connection, the children do not have any desire for learning because there are no many friends and cannot do interaction with other students.

However, another respondent stated that she believes it is one of the most difficult things for anybody to manage or control youngsters who receive online learning of any course while simultaneously playing with other things that they enjoy.

Besides, the online learning activity clearly already forces people from family of low and middle class just to buy the equipment, like a good android phone or enough internet data so they consider it is hard way for their children to get the lesson.

The next respondent shared different opinion where she has problem with very low income which is not enough for expense of online learning because she has to fulfill another daily needs. Some other respondents said, they do not really understand about the materials the teachers delivers indirectly so that it makes children not to know how to finish the assignment alone.

### 3. What factors cause the problem to you especially during online learning?

Based on the result of interview with the parents, most of them get various problems affected by different factors so it makes their kids find barrier during online learning process. For example, the respondent stated during the interview that the reason that causes her problems is that the children feel bored because they generally study with their friends at school, but they can only connect with family members while online learning. The second responded that the factors are related to the internet signal, less internet data, and the electric sometimes gets off all day.

The other responded said that there are some factors that cause her to find the problems during online learning, the first factor is no one watches them on learning time, the second is children do not listen what the parents speak because most of them are still at the primary school. Some more people said the same experience where the

parents have not enough facility for online class and some children feel so difficult to understand each material or assignment that the teachers give to them on media.

Next respondent said that she gets factors that the bad environment will affect kid at home to be lazy to study. Moreover, most of teachers usually do not send task on time so then parents are not ready to watch their children following online class. Even some of them have no knowledge about online learning system.

#### 4. What things do you while facing problem during online learning process?

Based on the interview with some parents, according to two of respondents, they usually encourage children to be more excited and have strong desire to study so that they do not obtain poor scores later. While the other participant also said nearly the same statement in which she always persuades by offering anything they like until they really want to study by themselves.

The next respondent explained, the parents certainly must approach or stay with the children in reason to help them study on online fluently. Furthermore, parents should be aware of all materials supplied by teachers so that they may explain to their children when they have questions during the online learning process. Another individual stated that she would always keep an eye on children to ensure that they remained focused during the learning process, and that she would need to prepare a few explanations to explain them what they couldn't catch.

Furthermore two more people responded, the first of whom stated that she does not allow her children to use their phones for anything other than focusing on

materials supplied by teachers so that they can understand them easily. According to the last reply, it is preferable to accompany youngsters directly and show them simple examples of learning until they understand.

5. How do you react when you cannot overcome problem and challenge by yourself?

Based on the result of interview process with some parents who face the problems, the answer of respondent is that she will always let her children to take a break for a moment if they are bored of learning online by themselves. But the second respondents said different reaction where she may feel a little bit annoyed because the children sometimes do not want to get pressure to study so that she has to be more patient. The other respondents said, they feel more worried when the children do not want to study while it will reduce their knowledge they have.

The next respondents said, it looks very concerning and sad because most of the children today do not get enough education of learning so that it brings bad impact on semester score. Moreover, other respondents feel very confused when the teachers send the assignment on media because she did not understand how to do it. Last respondents said that she will always support her children in the process of learning and make them feel confident to finish each task.

6. In what way do you often overcome the problem when the children don't want to study at home?

Based on the result of interview with the parents who find their children not to like learning online, it seems that almost all parents persuade the students of elementary school to always learn by using the different ways and tips. According to the first respondent, she and also her husband agree to give reward such as money so the children may have more passion to learn at home.

While the second person discussed how she will purchase anything that her children enjoy and provide encouragement so that they do not become bored while learning online. Then a few other respondents also answered in the ways that they persuade the children to keep studying by doing anything they ask for. The next respondent use different ways, she always stays with kids during online learning as well as motivates them to be more excited to study. Last respondents like to make the situation be more fun in the special room and prepare some foods so that the children are not angry easily.

7. Do you have any problem with internet connection during online learning process?

Based on the result of interview with parents who find the problem of internet, it is like the first respondents that the slow internet signal sometimes may bring endless problem for them so that the process of online learning is not too effective. While the second respondents said, her children miss the schedule for learning too often because always preparing enough internet data so they do not get any information from teachers who give the task. Besides, other parent gave a similar

answer, every day she complains about the signal which not very stable that can annoy learning concentration for children.

The three respondents said different thing, internet becomes one of biggest problem as well as challenge for her children they live in a remote village that is located very far away from internet area. But there is a respondent who said that she is so grateful because living close to area filled with internet channel so then the problem does not happen during online learning activity. Two more respondents explained, the online learning is interrupted when it rains and electric sometimes turns off very long time.

#### 8. Do you have enough facility for children to study at home?

Based on the result of interview with parents who have and do not have facility to get online learning process, the first informant responded, she do not prepare facility to support the small children on online learning because they only use it for playing game. Meanwhile the other parent said, some parent who do not have android phone, they will ask teachers to borrow some books so that the children do not miss any learning activity. More respondent gave the same answer, the normal hand phone mostly cannot hold many applications because the memory is full easily. Some other respondents said that they will only give the phone to the children when the teachers send some assignments.

9. What is the biggest challenge do you face during online learning?

Based on the result of interview with some parents whose children follow online learning, as the first respondent said that her children always feel bored since they never meet their school friend again and sometimes the signal makes them hard to receive information of assignment. Second respondents also find the challenge which the internet does not always support in learning online and children have no desire to study by themselves.

The other respondent said that this online learning system makes her very tiring where the children always like to play game, while the teachers still send more homework and task to submit on time. And the next respondent said, the biggest challenge she has is the children refuse to finish their homework and ignore anything that she explains to them.

Furthermore, the children look very lazy to finish their task and only have fun with friend every day. The other respondents explained she does not have that much time to help children study at home. Last respondent said that she was worried when the children cannot understand what the teachers explain because some children are weak in mind.

10. What is your solution to solve this problem?

Based on the result of interview with some parents, like the first respondents said, the government should provide good facility or work together with the teacher in the school by giving student more internet data so that the children can always get

information from school. While the second respondents said that the governments have to support the students with some help to continue online learning process. The third respondent explain that she will bring her child to find a good place so they can still study like in the school just when they have problem when learning process runs.

The next respondents said, the parents and teachers must not always force the children to study on online all the time. Besides that, the school committee should give books for each student and the headmaster order some teacher to do private class at every students` houses. More respondents said, teachers have to keep communicating with students, creating an interesting learning media, and giving the task that can make students more effective on online learning. Last respondents said, it is better for teachers to do learning activity by making group of each student so that they do not feel bored easily.

#### **D. Discussion**

To present all of answers and findings from the research questions on the previous chapter, the first, what the common problem do the parents face during online learning process? And second, how do the parents overcome the common problem during online learning process?

As the writer found the result for the first research question, the activity of online learning during covid- 19 pandemic clearly seem to bring so many problems along with challenges toward parents whose children study in the school, for example

elementary, secondary, and high schools. Because of the impact of these problems, some of parents frequently complain to the school administrative especially the headmaster. Moreover, there are many most common problems they find during this online class implementation, the first is that the signal of internet around where they live does not work effectively and well like in the other areas and even it often causes the students missing the class of any lesson and also unable to know when the teachers send information or materials. The second problem happens is they do not always have internet data like the other parents because of them lose many jobs when the covid- 19 virus spread widely around the world so that they cannot provide the internet data for every day and some of them did not have android hand phone.

Furthermore, majority of their children, from elementary to high school, consistently reject online learning, implying that they do not want to study because there are no other peers with whom they may communicate as they would in a regular school setting. Besides, the biggest problem for the parent is that they always find children spend their time just to play with another thing on hand phone when learning activity is ongoing. The fourth common problem that presents to them is the teachers always send excessive task to their children so that they feel confused which one is to finish first. And last problem the parents have is they only have very less knowledge of online learning process due to living far away from the city area.

According to the results of the interview process for the second research question, it appears that the respondents in this study, particularly the parents, are always trying to find a way to overcome any problems that arise during the online

learning process so that their children can continue to study as if they were in any other school. Therefore, from the finding of interview, they will contact the teachers to give book to their children to finish the assignments every time they find the internet connection is running well or when not having the internet data during learning process. Furthermore, when the children do not want to study, the parents always provide additional motivation to encourage them to do so, and they also keep an eye on their children during the learning activity. Some parents tell the teachers to give some help so that the children become excited again to study.

Another way that parents deal with their children's boredom with learning is to always provide something that they enjoy. On the other hand, when teachers provide a large number of homework assignments, parents accompany their children to help them complete their assignments as quickly as possible, and they may ask other children for assistance if they do not fully comprehend the materials provided by the teachers.

## **CHAPTER V**

### **CONCLUSION AND SUGGESTION**

#### **A. Conclusion**

Based on the discussion of finding that the writer found during the process of interview with 10 participants in conducting the study.

1. The online learning process organized by the government becomes one of the activities that certainly causes various problems and challenges especially for the parents who live in Suka Raja village so that the teaching and learning process do not continue effectively for most of their children who study at home by themselves. The handphone is a common factor that roughly creates the problem in which not all of the parents today have the handphone like other people who live close around the city, then the lack of internet data and followed by bad internet signal also lead to huge problem for parents in Suka Raja village.

2. Each parent in Suka Raja village seems to overcome any problem in the different ways from others when their children join the online learning process in their own houses. The parents would always make a contact with any teachers if they cannot handle the material for learning. And also the parents choose to remain the children if any of them do not want to study by themselves.

## **B. Suggestion**

### **1. Teachers**

It is good where all of the teacher personally always have a contact or keep having communication so that they will know what problem that the parents face during online learning process and try to help them as much as possible in solving the problems on learning process at their children together.

### **2. The students**

The students personally should inform the teachers every time they have the problems on online learning process that they think the materials or lesson look difficult both for them and their parents so then they will be able to complete the assignment easily and quickly on time.

### **3. Other researchers**

It is hoped that the other researchers can complete more extensive study at the same case that basically can also help other parents how to deal and overcome the problems during online learning process.

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## **INSTRUMENT**

This instrument is used to conduct the study in the Suka Raja village particularly in Nagan Raya. In this instrument, there are ten question that will be asked toward repondents in the process of interview based on research question 1 and 2. Therefore, the writer asked for permission before conducting the study.

1. What do you think about this online learning implemented by the government?  
( Bagaimana tanggapan anda terhadap belajar online yang diterapkan oleh pemerintah?)
2. What problems do you mostly face during online learning at the time of covid-19 pandemic?  
(masalah apa saja yang kebanyakan anda hadapi disaat proses belajar online di masa pandemic?)
3. What factors cause the problem to you especially during online learning?  
(Faktor apa yang menyebabkan masalah untuk anda khususnya selama belajar online)
4. What things do you while facing problem during online learning?  
( Apa yang anda lakukan saat menghadapi masalah saat belajar online?)
5. How do you react when you cannot overcome problem and challenge by yourself?  
(Bagaimana reaksi anda ketika anda tidak bisa mengatasi masalah dan tantangan sendiri?)
6. In what way do you often overcome the problem when the children don't want to study at home?  
(Denagna cara apa anda sering mengatasi masalah saat anak- anak tidak mau belajar di rumah?)

7. Do you have any problem with internet connection during online learning process?  
(Apakah anda memiliki masalah dengan jaringan internet selama prose belajar online?)

8. Do you have enough facility for children to study at home?  
(Apakah anda nenilik fasilitas yang cukup bagi anak- anak untuk belajar dirumah)

9. What is the biggest challenge do you face during online learning?  
(Apakah tantangan besar yang anda hadapi selama proses belajar online?)

10. What is your solution to solve this problem?  
(Apa solusi anda untuk memecahkan masalah ini?)

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