

# Students' Perception on Online Learning during the Pandemic Covid-19: The Case of English Students of UIN Sulthan Thaha Saifuddin Jambi

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ARTICLE INFO	ABSTRACT
<p><b>Keywords:</b> <i>students' perception, online learning, pandemic, case study.</i></p> <p><b>DOI:</b> <a href="http://dx.doi.org/10.22437/langue.v2i1.25234">http://dx.doi.org/10.22437/langue.v2i1.25234</a></p> <p><b>Received:</b> May 19, 2023</p> <p><b>Reviewed:</b> May 28, 2023</p> <p><b>Accepted:</b> June 8, 2023</p>	<p><i>The objective of the research is to find out the students' perception on online learning during the covid-19 at the Fifth Semester of English Education Department in UIN Sulthan Thaha Saifuddin Jambi in the year 2021/2022. The researcher used qualitative research as design method because it was comparable to collect the data from students' perception, and gave interview to collecting the data. The data was collected from the fifth semester which has been learned using online learning. The samples were 3 students selected by purposive sampling. The research found that the majority of students had a positive perception of online learning based on the results of their interviews. They improved their learning through online learning and found a new understanding of the new media used by the lecturer in media online learning. On the other hand, some students gave perception that online learning has obstacles affected by a poor network, the quality of the student's mobile phone, and the capacity of the online learning application.</i></p>

## 1. Introduction

A large-scale pandemic of coronavirus requires a social distancing program or physical separation to prevent the transmission of Covid-19. This policy has been tried in many nations throughout the world and has a significant impact on various aspects of life, particularly education, as Flores and Swennen (2020) point out, because Covid-19 affects the way people live, interact, work, teach, and learn.

The learning process is also impacted by coronavirus. To combat the spread of the coronavirus, the government uses online learning to reduce direct contact with other people. According to UNESCO 2021, the covid-19 pandemic was the worst shock to education systems in a century, with over 1.6 billion children and young people unable to attend school for a month, and many of them still not in school. The covid-19 pandemic has an impact on the majority of the world's population, as explained above. The educational system around the world has been affected by the covid-19 pandemic. The learning process used to be done face-to-face, but it is now done online. The government has policies in place to implement online learning at home because the coronavirus is contagious. As a result of the covid-19 pandemic, educational institutions must innovate in their teaching methods. Distance or online learning is one of the innovations. Almost all institutions in the world, including schools from kindergarten to college, employ online learning to carry out their tasks. Most institutions around the world, according to Mulenga and Jose (2020), are migrating from traditional or face-to-face classrooms to online learning or learning from home without face-to-face interactions.

Online learning is a type of learning that takes place over the internet. It allows for the delivery of information in the form of activities or applications, such as websites, through the use of information and communication technology media such as the internet and computer networks. Online learning in the form of media activity can be done at any time and from any location. Online learning has the advantage of not being constrained by space, time, or location.

This research examines how students feel, how they respond to these situations, and how they deal with the existing challenges from both personal and professional perspectives. The purpose of this research is to examine students' experiences with English online learning, with an emphasis on the challenges that students face and how they overcome them. This study differs from past research in that it employs qualitative research in the form of a case study. This study's participants were university students.

## **2. Literature Review**

Khan (1997) defines online instruction as an innovative approach to convey instruction to a remote audience, using the Web as a medium. Online learning, however, involves more than just presentation and delivery of material using the Web: students and the learning process must be the focus of online learning. Carliner (1999) defines online learning as an educational material presented on a computer. Online learning is a learning system without directly face to face between teacher and students (Allen & Seaman, 2007). The online learning requires an internet network. The teacher and students carry out learning together, at the same time, but in different places. Chun, Kern, and Smith (2016) summarizes that distance learning is an education system in which learners are separated from the educator and the learning process uses various resources through Information and Communication Technology (ICT). According to Ally (2008, p7) Online Learning as the use of the Internet to access learning materials; to interact with content, instructors, and other students; and to get support during the learning process, to gain knowledge, to build personal meaning, and to grow from learning experiences. According to Collins (2002), Online Learning is defined as the creation and proliferation of personal computers, the globalization of other human ideas and actions, and the use of technology in exchanging ideas and providing access to more people. Audio, video, computer, and network technologies are often combined to create diverse instructional delivery systems. The basic method for uniting distance learning instructors with remote students is networking. Thomson (2010) found that

online learning is also suitable for gifted students because the approach is more individualized and more student centered. Overall, most studies of the effectiveness of internet and internet-based language learning materials highlight the findings that they create a new, conducive and encouraging environment for students. Dabbagh and Ritland (2005:15) said online learning is an open learning environment and distributed pedagogic tools, the internet, network-based technology, to facilitate learning and build knowledge through action and interaction. Online learning is learning that can be done anywhere and anytime, depending on the needs of human resources 10 (instructors, lecturers, instructors, and students) who carry out these online learning activities.

## **2.1 Online learning during pandemic**

Online learning has become important in education as the spread of the coronavirus 19 (COVID19) pandemic has brought about significant changes for us. However, education must supportive of all learners because it is important to maintain student behavior in all forms of learning environment. According to Bao (2020), there are a total of five principles that helps online learning to deliver successfully for university students. Firstly, the teaching content should correspond to the students' online learning behavior and readiness. Second, the teaching pace is crucial in ensuring the knowledge is delivered effectively due to students' low concentration levels in learning online. Third, adequate support like after-class email instructions and online video tutoring must be given to ensure the effectiveness of online learning. Fourth, certain steps must be implemented by the teaching assistant to increase the students' engagement in online classes. Lastly, there is a need to prepare contingency plans before the lesson to resolve potential issues such as the problem of poor internet connection.

## **2.2 Implementation of Online Learning**

Contact and interaction between teachers and students are required in online learning. Students' ability to stay engaged and motivated in learning will be affected by a learning process that lacks personal contact and interaction between students and teachers. A plan, a method, or any design, idea, model, specification, standard, or policy for doing something is called implementation. As a result, implementation is the action that must follow any pre-planning in order for something to happen (Ehrens, 2015). Implementation, according to the Oxford dictionary, is implementation is the action of making something that has been officially decided start to happen or be used. To summarize, implementation is an application, action, practice plan, method, design, idea, model, standard, or policy used to carry out something that has been officially decided and used. Different types of learning that require the availability of learning resources are used in distance or online education. The teacher must be competent in delivery and teaching methods when teaching online. Teachers must understand that learning is a complex process that includes pedagogical, psychological, and didactic aspects, As a result, online learning entails more than just transferring information via the internet and sending assignments and questions via social media applications (online). Like face-to-face learning, online learning must be planned and implemented.

## **2.3 Students' Perception in English Online Learning**

Perception is the process of comprehending information and giving it meaning. It is natural process that every person feels to achieve an understanding of information, and each person can give different meaning and information about something depending on his experience and mindset, according to the explanation. The first stage of the perception process

is selection, which involves converting a stimulus into something meaningful. After gathering information from the outside, we must organize it in order to discover meaningful patterns by categorizing people into categories such as shape, color, texture, and size. The final stage is Interpretation, which is the process of giving a stimulus meaning.

## **2.4 The Challenges in Online Learning**

Online learning is an alternative choice for safe learning during the covid-19 pandemic. According to Oermann (2013), online learning has several advantages such as, time barrier is reduced. Space barriers are reduced, learning take a place anytime and anywhere, learning is flexible. Online learning also has disadvantages such as, needs typing skills, needs technology competence, and learning away from the classroom, Oermann (2013). ) Online learning offers flexibility but it also presents various constraints such as unstable signal, some students were less motivated, more difficult to practice conversation, and high cost of internet. Most students (91%) prefer face to face learning to online learning. In conclusion the important factors in conducting online learning are the availability of supporting tools, stability of internet access, and applications of online learning must be easy to access, attractive, motivating and in the form of combination among several online learning media to provide the best way in delivering and accepting the material during teaching learning process.

## **3. Research Methodology**

### **3.1 Research Design**

This research used qualitative with case study design to know the challenges during the learning process, the efforts and strategies to overcome those challenges at teacher training program UIN Sultan Thaha Saifuddin in Jambi. Qualitative research methodology is used to explore the issues and develop detailed understanding of a particular phenomenon and it is involved in respondents' experience and perception (Merriam, 2009; Creswell, 2012). The primary data for this research are collected through semi-structured Interview. This research conducted with each English student at UIN Sulthan Thaha Saifuddin Jambi. To gather the data, the researcher use interview as the instrument of this research.

### **3.3 Instruments**

The interview protocol of the research contained 9 questions about several problems that related to the case of research. In this research, the research instrument was using structural interview which is very important to exchange the information between researcher and informant. Based on this research, the subject that the researcher needs to interview was students fifth semester which have been learned using online learning in UIN Sulthan Thaha Saifuddin Jambi.

## **4. Findings**

There are five major themes of challenges, each of which is made up of themes. Independent learning, dependent learning, contextual challenges, personal challenges, and students' feelings about learning English online are all challenges. The finding's interconnected theme and sub-themes are listed in the table below.

Table 1: Five major themes of challenges

No	Key points	
	Themes	Sub-themes
1	Independent learning	Learning from internet
2	Dependent learning	Facilities from school
		Mentors
3	Contextual challenges	Internet connection
4	Students' perception	Understanding
		Making stimuli
		Experiences Knowledge
		Motivation
		Social interaction
		Acceptance
		Responses
		Future Solution regarding online learning

#### **4.2. Independent Learning: Learning from Internet**

Students provide independent support for online learning through independent learning. Students benefit from independent learning when they are doing online learning because it increases their ability and knowledge of how to learn online. The students' independent learning method is to use the internet.

#### **4.3. Dependent Learning: Support by School and Support by Mentors**

From students attempting to adapt to online learning on their own, there was also dependent learning, which included support from stakeholders such as mentors, school principals, government agencies, and so on. The researcher discovered that mentors, school principals, and the government all supported the implementation of online learning in this study. Support is critical to online learning's success.

#### **4.4. Contextual Challenges: Internet Connections**

The limited internet network was another issue that students encountered. The most difficult challenge, according to the results of student interviews, was internet connection. Of course, having a good internet connection was helpful in supporting learning, but not everyone has access to this one.

#### **4.5. Students' Perception in English Online Learning**

Online learning is a form of teaching and learning idea in which electronic applications are used to facilitate teaching and learning via the internet. It should be widely understood in student attitudes about online learning employed by lecturers in the teaching and learning process while using online learning media. In obtaining students' perceptions, there are numerous indications to figure out perspective includes (1) Making Stimuli, (2) Experiences, (3) Knowledge, (4) Motivation, (5) Social Interaction, (6) Understanding, (7)

Acceptance, (8) Responses and (9) Future Solutions regarding online learning itself. Indicators of perception are gathered from some of the definition of perception by experts. All that would be discussed following the findings of interviews performed by researcher on 3 students in fifth semester of English education which had been learned through online learning in UIN Sulthan Thaha Saifuddin Jambi.

## **5. Discussion**

The goal of this research is to describe and comprehend how students who learn English online in the fifth semester of the English Education Department at UIN Sulthan Thaha Saifuddin Jambi during the pandemic feel. In order to answer the research question "Students' perceptions of English online learning during pandemic. During the analysis of the data process, the themes were found: independent learning, dependent learning, namely government and university support to carry out online learning, contextual challenges, namely professional challenges that exist in the application of online learning, and also students' perception in English online learning such as understanding, making stimuli, knowledge, motivation, social interactions, acceptance, experience, response, and solutions for online learning in the future.

## **6. Conclusion**

The data interview revealed that all of the participants had unique experiences and perspectives while learning English online during the pandemic. Almost every participant agreed that the difficulties they encountered while studying English online stemmed from technical issues such as internet access, devices, or online learning platforms. Students in UIN Sulthan Thaha Saifuddin Jambi's English Education Program's fifth semester believe that online learning can be an effective learning resource if it is supported by adequate infrastructure, such as good networks. The use of online learning can then motivate students to use it to improve their learning and gain new experiences.

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