

# Benefits of E-Learning to Learning Media Using Whatsapp in The Learning Process in Higher Educations in The Middle of The Spread of Covid -19

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## Abstract

*In the modern era at this time information technology has experienced very rapid development, especially in the world of education, the use and use of the internet in education continues to grow. E-learning is a form of learning that utilizes electronic devices, whether using internet access or not. In the world of education, the use of internet access has been widely used for the use of applications/systems as learning media. Thus, the purpose of this study is as follows to determine the benefits of e-learning learning media using WhatsApp in the learning process in universities amid the spread of COVID-19. The method used in this research is qualitative research, which is a type of research that produces findings that cannot be achieved using statistical procedures or other quantitative methods. The subject of this research is the second semester students of the curriculum subject of the Indonesian language education study program as many as 39 resource persons using observation and interview data collection techniques. The results of this study are e-learning learning media using whatsapp is very useful to improve the learning process for students, especially during the pandemic, Not only that, the use of WhatsApp is also to complete the means of sending assignments from lecturers to students because from the aspect of time it is very efficient, it doesn't take too long for lecture assignments to be sent easily and immediately received by the lecturer concerned. Future suggestions are expected as users to be smarter in placing WhatsApp usage so they don't use and take advantage of technological sophistication for things that are less useful.*

## Keywords

learning media; E-Learning, whatsapp; covid-19.



## I. Introduction

The 21st century is the age of knowledge where knowledge will be the main basis for all aspects of life. The age of knowledge is very influential on education, science, technology, and employment. Education is closely related to noble human activities whose main task is to help develop human humanity to become human beings with noble and primary personalities according to the characteristics of desired human ideals. (2017). Education is a very important human need because education has a duty to prepare Human Resources (HR) for the development of the nation and state (Pradana et al, 2020). According to Astuti et al (2019) Education is an obligation of every human being that must be pursued to hold responsibilities and try to produce progress in knowledge and experience for the lives of every individual. Education is one of the efforts to improve the

ability of human intelligence, thus he is able to improve the quality of his life (Saleh and Mujahiddin, 2020). Education is expected to be able to answer all the challenges of the times and be able to foster national generations, so that people become reliable and of high quality, with strong characteristics, clear identities and able to deal with current and future problems (Azhar, 2018). Education and skills are the main keys in gaining social status in community life (Lubis et al, 2019).

In accordance with Circular Letter Number 4 of 2020 regarding the implementation of education policies at the time of the need for the expansion of Covid19, the change in the learning system from face-to-face learning to online learning has also undergone changes. An online learning system is a learning system that is carried out through the internet and various platforms such as Zoom, Google Meet, Whats Up, Google Class Room, e-learning, etc. Lack of knowledge about platforms that support learning will definitely have an impact on the learning process. Students will be bored studying just by using the WhatsApp, Google Classroom or Zoom application continuously. The use of the whatsapp application with limited functions resulted in the teacher only providing material in the form of videos and assignments for reading material in student material books. Assignment collection is still considered the conventional way, namely assignments are written in a book and then photographed and sent to WhatsApp groups. With such a method, the teacher's time to correct student assignments becomes inefficient and this makes it difficult for the teacher to make students enjoy learning.

Online learning is a huge step forward in the modern education system. This e-learning has the effect of transforming conventional education into digital form, both in terms of content and system. Hartley, (2001) states that e-learning is a type of teaching and learning that allows teaching materials to be given to students using the Internet, Intranet or other computer network facilities. E-learning can also be interpreted as the efforts of students with their learning resources (databases, experts/teachers and libraries) physically separate or even separate. E-learning has become one of the fastest moving trends (Wang, 2003) and aims to provide a configurable infrastructure that integrates learning materials, tools, and services into one solution to create and deliver training or educational content quickly, effectively and economically. E-learning is increasingly recognized as a way to solve educational problems through the application of ICT. The right use of online learning can improve learning outcomes. According to him, some of the benefits of online learning are that it makes the teaching and learning process efficient and more efficient because it takes less time. time and cost. In addition, e-learning also makes it easier for students to access learning materials using different learning resources. Interaction between students can be better established by using different application systems which can further improve student fluency in the material provided both inside and outside the classroom.

Along with the rapid advancement of technology and information, the development of learning media has also experienced a very significant development, this can be seen from the increasing number of methods or learning media by utilizing internet access. Today's technology has also been able to replace the existing technology a few years ago, including replacing conventional learning methods. There are so many technologies that we can use for learning today, one of which is by utilizing e-learning. With the emergence of e-learning as a form of innovation in learning, students are not only able to obtain a description of the material but also the various potentials of students are also experiencing changes. With e-learning, students will also be active in observing, demonstrating, do, and so on. Besides that, teaching materials can also be virtualized as attractively as possible with various forms according to what we want, so as to make students more comfortable and at home/not easily bored in the learning process (Wiwin Hartanto, 2016). Besides that,

e-learning is also very suitable to be applied in online learning without having to have face-to-face meetings between educators and students.

In conditions like today, so that student learning can continue to take place optimally, educators are required to try to maximize distance learning using an online/online system, by using e-learning as a learning medium by utilizing internet access, besides that educators are also forced to change the learning model/strategy that is usually applied classically to digital.

In the use of E-learning, educators must really consider several things, for example: the ability of students in technology, the condition/background of parents, and existing infrastructure, this needs to be done so that later when using the selected device it does not cause new problems.

Media According to Heinch in Rusman, media is a means of communication channel. Media comes from Latin and is the plural form of the word "medium" which literally means "intermediary" namely the intermediary of the message source (a source) with the recipient of the message (a receiver). Media is an introduction to messages from the sender to the recipient of the message, thus the media is a vehicle for channeling learning information or channeling messages. The National Education Association (NEA) or the American Educational Communication and Technology Association defines media as all forms and channels used by people to channel messages/information (Sadiman et al in Rusman, 2011: 169). In simple terms, the term media can be explained as a communication tool as defined so far (Laughey and McQuail in Nasrullah, 2017: 3).

Social media has become a part of life for people in the world, especially in Indonesia. The use of social media is increasing day by day due to current developments and technological innovations. Social media is one of the basic technological needs of society in Indonesia. Social media consists of WhatsApp, Telegram, Instagram, Facebook, Line, and so on. It eliminates social status, which is often a barrier to communication. Another opinion was put forward by Mulawarman and Nurfitri (2017: 36), he explained that the evolution that occurred in the field of technology and internet innovation caused not only the emergence of new media.

As the opinion expressed by Hoehsmann and Poyntz (2012: 24) with all the media choices available today, it is not surprising that today's teenagers or students become someone who can master a lot of media because they can spend more time with social media, compared to teenagers or young people. past students. WhatsApp has various functions, including being able to send messages, group chats, share photos, videos, and documents. There are many internet users in Indonesia, and this has an impact on the use of social media. As explained by Watie (2011: 69) the emergence and development of the internet brought new ways of communication in society. Social media is present and changes the paradigm of communicating in today's society. Communication is not limited by distance, time, and space. It can happen anywhere, without having to meet face to face.

WhatsApp is an instant messaging application for smartphones, when viewed from its function WhatsApp is almost the same as the SMS application that we usually use on old cellphones. But WhatsApp does not use credit, 280 but internet data, so its use requires an internet connection to connect online. This application does not have a limit on the length of the characters used as long as the internet quota is adequate.

WhatsApp created in early 2009 by Ian Koum a Ukrainian immigrant living in Mountain View, California. Ian Koum has a desire to provide smartphone users with an instant way to share statuses like "I am busy" or "At the gym" with their community. This is why this app is called WhatsApp. The name of this app was chosen because it sounded like "what's up" which means "what about what".

This application was initially only used to communicate with the contact list stored on the smartphone directly that was already affiliated in the Google application. WhatsApp was first launched on the iPhone and is only used by iPhone users. Then Apple introduced "push" notifications on iOS in June 2009. Seeing this, Koum took advantage of this new feature to be installed in the WhatsApp application with the aim that everyone who was registered on his cellphone contacted when sending a status, he would get an alert. So slowly many people are starting to use this application as a voice messaging service and status updates. WhatsApp is not the first as a messaging service platform and which uses the user's phone number to login, unlike applications on Skype or Gtalk where the user registers using an account. Likewise with BlackBerry Messenger (BBM) which also does the same thing but is limited to BlackBerry devices. Since the beginning of 2009 WhatsApp began to be widely used so that it became a giant social application by expanding to the Android application, BlackBerry and other platforms also continued to add new features to outperform.

Using WhatsApp as a learning medium, lecturers and students can upload lecture materials, present and discuss them. then students can share course material (using the Forward feature). WhatsApp has a feature that can save documents in the form of pdf, microsoft word, excel, and powerpoint. Therefore, using WhatsApp to share documents with the above format/form is much easier. Besides being able to be used to store documents in the form or format above, WhatsApp can also forward messages, making it easier if students want to share with other friends.

One form of E-learning that is easy to use especially for lower-level students in rural areas is to use e-learning (based on) WhatsApp, considering that almost all rural people have this application, and this application is very easy to operate and very effective. As the results of a study conducted by Trisnani with the title: Utilization of Whatsapp as a communication medium and satisfaction in delivering messages among community leaders, it was concluded that: community leaders prefer to use WA as a communication medium to convey messages to the public because it is more effective and on target (Trisnani, 2017).

Based on the explanation above, the purpose of this research is to find out the benefits of e-learning learning media using WhatsApp in the learning process in universities amid the spread of COVID-19.

## **II. Research Method**

Research Methods are procedures carried out in research activities by taking into account scientific principles and the achievement of research objectives (Pujileksono, 2015:4) This research uses qualitative methods. Where qualitative research is a type of research that produces findings that cannot be achieved using statistical procedures or other quantitative methods (Ruslan, 2003:202). The subject of this research is the second semester students of the curriculum subject of the Indonesian language education study program as many as 39 resource persons using observation and interview data collection techniques.

### III. Result and Discussion

In general, there are several benefits of e-learning for education, including:

1. Improve Brand Image;
2. Changes in learning culture and improving the quality of teaching and learning activities;
3. Existence of extensive learning materials, which are easily accessible;
4. Independent learning
5. Cost savings;
6. Teaching effectiveness
7. On-Demand Availability;
8. Flexibility of learning speed;
9. Flexibility of place and time;
10. Distribution speed
11. Standardization of teaching;

In addition to the benefits of e-learning, the functions are as follows:

**Substitution (Substitution)** For schools that have been developed usually provide alternative learning in the form of e-learning, this is intended so that if at any time if educators are not present in class, they can easily replace it by doing learning using e-learning, besides that students are also Flexibility to manage learning activities according to daily activities.

**Complementary (Complement)** This function is programmed to be material for reinforcement (enrichment) or provide remedies for students in participating in traditional learning.

**Supplements** Learners have the freedom to choose whether to study traditionally or use e-learning, because there is no obligation for them to use e-learning, so it is only optional. However, students who use e-learning will have far more broad insight and knowledge (Hartanto, in Imam Ja'far Shodiq, et al, 2020).

The benefits of whatsapp in the learning process are as follows, Whatsapp is a message-based application that makes it easy for us to exchange messages without being charged an sms fee, because WhatsApp uses internet access. So with whatsapp we can send document files, photo files, video calls, GPS locations and others.

The WhatsApp application has Group and Broadcast facilities making it easier for lecturers to condition students. Whatsapp also has a message status in the form of a sign that functions to find out the status of the message, so that teachers can monitor students whether they have opened, read or not at all (Rani Suryani, 2017).

Based on the interviews conducted, the use of WhatsApp has a relationship not only in the world of communication but also with the sophistication of technology and learning systems, especially in the world of universities. From the results of interviews with several students, WhatsApp users feel that it is useful in addition to chatting or chatting with fellow friends but is also effective when used as a learning tool as a means of providing material or collecting assignments through applications on their smartphones. When viewed in learning theory, the link with the progress and sophistication of the world of communication today is the theory of blended e-learning where etymologically the term blended learning consists of two words, namely blended and learning.

According to Ayu, who was interviewed on May 10, 2022, apart from sending pictures (visual), sound (audio), video (audio visual), WhatsApp also plays a role for video calls in the form of calls with visible motion pictures (audio visual) / video so that people who contacted can be seen the shape of his face as if talking face to face because the



recipient's response is seen immediately, this is used even more so to establish communication relationships with distant relatives who cannot meet in person because the distance is quite far, usually very often used to communicate with families who are far from our. In the learning method that is felt to be able to communicate with the lecturer concerned, as stated by Rahmi in an interview on June 16, 2022, saying that sometimes for information and evaluation of lectures, lecturers also like to communicate via WhatsApp, including notifying if the lecturer is late for something or asking important things. related to the world of education.

Furthermore, Ayuni, who was interviewed on June 21, 2020, revealed that sometimes in lectures if there are lecturers who give assignments and don't understand them, it can be a material for discussion with friends about the assignment, indirectly making it easier for communication about material themes, discussion of lecture material. From the ease of communication, it is very helpful in learning because of the lack of understanding of the lecture material, it can be discussed with friends or ask directly with the lecturer concerned if possible. And also what Dika who was interviewed on June 20, 2022 said that a cheap and simple communication process occurs when using WhatsApp which saves internet data quota when compared to the Telegram application which all network providers such as Xl, Telkomsel,

In using WhatsApp as a distance learning medium, lecturers must pay attention to several things, including: (1) Formulating learning objectives, (2) Providing assistance and guidance to students to learn the material. (3) Provide assistance and convenience for students to carry out tasks by giving clear orders and directions, (4) Learning materials are adjusted to generally accepted standards, and adapted to the level of development of each student, (5) Learning materials delivered is adapted to reality, so that students are easy to understand, absorb and practice in everyday life.

Thus, it can be seen that the use of WhatsApp e-learning media as a curriculum learning media cannot be separated from its function and role. First, as a means of education, namely WhatsApp as a medium for transforming teaching materials to students and media for controlling student speech, attitudes and character. Second, as a means of evaluation, it includes evaluation of activities, evaluation of course values, as well as evaluation of student attitudes during the learning process on campus and online. Third, as a means of connecting information both from the campus to students, even if it is the other way around. the benefits of whatsapp to forward information are very helpful and more comprehensive. Fourth, as a means of consulting services both related to lecture material and final project guidance.

#### **IV. Conclusion**

Based on the explanation above, it can be concluded that as for the benefits of e-learning learning media using whatsapp in the learning process in universities amid the spread of covid-19, e-learning learning media using whatsapp is very useful for improving the learning process for students, especially during the pandemic. only that, the use of whatsapp is also to perfect the means of sending assignments from lecturers to students because from the aspect of time it is very efficient, it doesn't take too long for lecture assignments to be sent easily and immediately received by the lecturer concerned. Future suggestions are expected as users to be smarter in placing WhatsApp usage so they don't use and take advantage of technological sophistication for things that are less useful.

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