

Communication Barriers between Teachers and Students in Online Learning Process in the Time of the Covid-19 Pandemic (Case Study at Private Private Junior High School)

Yeni Saufina Siregar¹, Djoharis Lubis², Nathanael Sitanggang³

¹Postgraduate Program in Education Administration, Universitas Negeri Medan, Indonesia

^{2,3}Universitas Negeri Medan, Indonesia

yenisrg09@gmail.com, joharislubis@yahoo.co.id, nathanael.sitanggang@gmail.com

Abstract

Corona virus (corona virus disease/Covid-19) a name given by the World Health Organization (WHO) to patients with 2019 corona virus infection which was first reported from the city of Wuhan, China at the end of 2019. In several educational institutions starting from the school level elementary through college take online distance learning alternatives. Online learning is a new thing in the implementation of the learning process for educators and students. The purpose of the study is to find out what are the obstacles in communicating between teachers and students during the covid 19 pandemic. The existence of obstacles in the learning process can reduce students' interest in learning. In online learning, adequate facilities and infrastructure are needed, such as laptops, computers, smartphones, and internet networks. Communication in learning is the process of delivering a message between the teachers to students, both verbally and nonverbally, which was originally intended to make students able to understand the material and the teacher's message conveyed. The online learning model that is the choice of teachers is to use the WhatsApps facility where the teacher creates WhatsApp groups so that all students are involved in the group. Assignments are given via WhatsApps. Assignment collection makes it easier for students through WhatsApp messages.

Keywords

communication barriers;
online learning; online



I. Introduction

Corona virus (corona virus disease/covid-19) is a name given by the World Health Organization (WHO) to patients with 2019 corona virus infection which was first reported from the city of Wuhan, China at the end of 2019 (Handayani D, et al. 2020). The impact of the corona virus was initially very influential on the economic sector but is currently being felt by the world of education. The policy taken by countries affected by the corona virus, including Indonesia, is to have schools closed for some time. In several educational institutions ranging from elementary school to tertiary education institutions take online distance learning alternatives (Abidin Z, et al, 2020).

Policies such as lockdown and work from home are carried out in an effort to reduce interaction with many people. Policies taken by many countries, including Indonesia, are trying to find alternatives so that learning continues even though there are no face-to-face meetings. Junior High School is one of the levels of education that has been impacted by the COVID-19 pandemic. The school and the school have changed the face-to-face

learning activity system into online learning and is also called distance learning (PJJ) or online (Rindana Intan Emeilia, Arina Muntazah, 2021).

Online learning is a new thing in the implementation of the learning process for educators and students. The existence of obstacles in the learning process can reduce students' interest in learning. Online learning is a process of transforming conventional education into digital form so that it has its own challenges and opportunities. Therefore, the obstacles in the online learning process must be found solutions so that the online learning system in the future can be mapped (Nopiyanto, Yahya Eko, 2020).

In online learning, adequate facilities and infrastructure are needed, such as laptops, computers, smartphones, and internet networks. This is an obstacle experienced by students, because not all students have the supporting facilities, especially in areas where the majority of the economy is low. It is not uncommon for those who do not have learning supports such as mobile phones and even laptops to do online learning (Huzaimah, Amelia, 2021).

The use of technology is applied in education because of the view that it can improve the quality of human resources (human resources), various kinds of products and learning media that are applied in the world of education in order to create new things in technology education that can be used in learning. Information and Communication Technology can be abbreviated (ICT) has developed very quickly and has provided tangible results for improving the quality of education in schools, especially learning (Abroto et al, 2021). The purpose of the study was to find out what were the obstacles in communicating between teachers and students during the COVID-19 pandemic.

II. Review of Literature

2.1 Definition of Communication

Communication is the process of delivering or receiving messages from one person to another, either directly or indirectly, in writing, verbally or in non-verbal language. The person who communicates is called the communicator, while the person who is invited to communicate is called the communicant. Communication is a basic human activity. The importance of communication for humans cannot be denied, as well as for an organization (Usman, 2013).

Effective communication is essential for all organizations. Therefore, organizational leaders and communicators in organizations need to understand and perfect their communication skills. The information communicated can have a variety of meanings. Messages conveyed in the communication process are manifested through symbols or symbols in general in the form of words, pictures, and gesture actions such as movements, nods, eye movements, raising eyebrows, and so on (Muhammad, 2011).

The failure of communication in a particular organization can be seen from: (1) whether the purpose of the message conveyed was achieved or not; (2) whether the communication tools or informational materials that have been symbolized in the symbols convey the message or not; and (3) whether the recipient of the message can understand what is ordered or not (Thoah, 2012).

Communication is a process of interaction between communicators and communicants who exchange messages in it that occur directly or indirectly, communication itself can be said to be the most crucial thing in life. A social interaction can mean nothing if the communication in it is not running properly. One of the interactions between humans and other humans is in the field of education. A human being

will always want to talk, exchange ideas, send and receive information, share experiences, and so on (Aw Suranto, 2011).

2.2 Elements of Communication

According to Tazwini Muhamad (2018) in communication there are the following elements:

- Communicator, namely the person who conveys the message
- Message, namely the content of the message that can be in the form of words, symbols, symbols that are conveyed
- Communicants, namely people who are invited to communicate
- Media, namely tools in conveying messages such as telephone, newspapers, television and so on.

2.3 Communication Supporting Factors

There are several factors that support successful communication from the point of view of the communicator, communicant and message, as follows:

- Communicators have high credibility/authority, physical and non-physical attractiveness that invites sympathy, intelligent in analyzing a condition, has integrity/a combination of speech and action, trustworthy, able to understand the work environment situation, able to control emotions, understand the psychological condition of the communicant, being sociable, friendly, and firm, and able to adapt to the community.
- The communicant has extensive experience, has intelligence in receiving and digesting messages, being friendly, sociable and sociable, understanding the other person, being friendly with communicators.
- Communication messages are designed and delivered in such a way, conveyed clearly according to conditions and situations, the symbols used can be understood by communicators and communicants and do not cause multiple interpretations or different interpretations (Aw Suranto, 2011).

2.4 Communication Barriers

It is not easy to communicate effectively. Even some communication experts state that it is impossible for someone to communicate truly effectively. There are many barriers that can damage communication. The following are some of the communication barriers including:

a. Disturbance

There are two types of communication disorders which according to their nature can be classified as mechanical disorders and semantic disorders.

1. Mechanical disturbance (mechanical, channel noise)

Mechanical disturbances are disturbances caused by communication channels or physical noise. For example, there is double sound interference (interference) on a radio set caused by two transmitters that are adjacent to each other, distorted or distorted images on the television screen, or unclear letters, missing or reversed letter paths, or torn pages in newspapers. (Effendy, Onong Uchjana, 2000).

2. Semantic disorder

This type of interference is concerned with communication messages whose understanding is damaged. Semantics is the knowledge of the actual attention to

words or changes in the meaning of words. The same word symbol has different meanings for different people.

b. Interest

Interest will make someone more selective in responding to or living a message. Interests not only affect our attention but also determine our responsiveness, feelings, thoughts, and behavior.

c. Motivation

Motivation will encourage a person to act according to his wishes, needs and shortcomings. A person's needs, wants, and shortcomings differ from others from time to time and from place to place, so that motivation differs in intensity. The more appropriate the communication and motivation of a person, the more likely the communication can be received by the parties concerned. Conversely, the communicant will ignore a communication that is not in accordance with his motivation.

d. Prejudice

Prejudice is one of the major obstacles or obstacles for a communication activity because someone who has no prejudice is suspicious and opposes the communicator who wants to launch communication. Prejudice does not only happen to one race, as we often hear, but also to religion, political establishments, and groups.

Interference (noise) in communication is something that makes the message received is different from the message sent. Disturbance can be sourced from communication elements, namely from communicators, communicants, messages, media (Latifah N, 2021).

The following are communication breakdowns and barriers:

1. **Technical Interference** Occurs when one of the tools used to communicate experiences a disturbance which causes the information transmitted through the channel to be damaged (channel noise). For example interference on tv and radio stations, telephone network interference, and so on.
2. **Semantic Disorders** Disorders that are influenced by errors in the language used (Cangara, Hafied, 2017).
3. **Psychological disorders** are disorders that are influenced by problems that arise within the individual. For example, the recipient's feeling of suspicion towards the source.
4. **Physical and Organic Barriers** are barriers that are influenced by geographical conditions. For example a place that is far and remote so difficult to reach. Physical barriers are also defined as organic disturbances in the human physique. For example, the recipient suffers from a lack of one of the five senses not functioning because he is blind, deaf or mute.
5. **Status Barriers** are barriers that are affected by social distance among the communication participants. For example, the difference in status between superiors and subordinates.
6. **The Thinking Framework Barrier** is an obstacle that is influenced by the difference in perception between the communicator and the audience. This is due to different experience and educational backgrounds.
7. **Cultural barriers** are barriers that are influenced by differences in norms, values, and habits adopted by the communicating parties. In developing countries, they tend to receive information that has similar sources, such as the same language, religion and other customs.

8. Bureaucratic barriers are obstacles that are influenced by the obstruction of a communication process caused by the organizational structure.

2.5 Online Learning Communication

Communication in learning is the process of delivering a message between the teachers to students, both verbally and non-verbally which was originally intended to make students able to understand the material and the teacher's message conveyed. Teachers can communicate and interact with students through face-to-face activities in the classroom as this happens so that communication between teachers and students can run effectively and the message conveyed is realized properly. Teaching and learning activities are a series of activities of a teacher and students who must have a certain pattern, so that the teaching and learning process occurs and can achieve a learning goal. Teachers are required to be able to manage the teaching and learning process that is given stimulation to students so that students have an interest in learning.

III. Discussion

The online model used by the teacher is using WhatsApps (WA), Google Form, Google Classroom, Google Drive, Youtube, WhatsApp groups, Tuweb, and some even hold face-to-face meetings with the Zoom Meeting application twice a week. The online learning model that is the choice of teachers is to use the WhatsApps facility where the teacher creates WhatsApp groups so that all students are involved in the group. Assignments are given via WhatsApps. Assignment collection makes it easier for students through WhatsApp messages.

The way students do assignments is manually by writing in books and then the results of the assignments are photographed and sent via WhatsApps. The use of WhatsApps is used by teachers as a means to collect assignments. The reason teachers choose to use WA is that it is more practical, easier for students to understand, more effective in the online learning process and all parents or guardians of students can use it.

Barriers to Online Learning

The thing that becomes an obstacle or obstacle to online learning, first is the condition of parents of students who use the WhatsApps application more. The second obstacle is that smart phones are more often carried by working parents. The third obstacle is the difficulty of the internet network.

Online learning in its implementation has obstacles. The first obstacle, there are some children who do not have a smartphone (HP) so they have to borrow from relatives or neighbors, while the factors that are the key to the success of online learning are the availability of facilities and infrastructure (Nopiyanto, 2020). Web centric course is the use of the internet that combines distance learning and face to face (Lindsey et al., in Syakur, 2020). One learning strategy that can improve student activity and facilitate the teaching and learning process by utilizing information technology is blended learning (Izzudin in Prasasti, 2019). In the online learning scenarios according to Khan in Reotutar (2020) where the building of an online curriculum is mostly instinctive.

The second obstacle is having a cellphone but it is constrained by cellphone facilities and internet connection. The third obstacle is that parents have cellphones but parents work all day outside the home, resulting in parents being less effective in assisting students, parents also complain because they cannot explain learning materials in detail to students and parents often experience emotional or emotional problems. Impatient to accompany students in the online learning process. The fourth obstacle, there are some

parents who do not understand technology. This makes it difficult for parents to accompany and facilitate, so it is difficult for teachers to communicate with students. The sixth obstacle is that information is not always immediately received by parents or guardians due to limited internet quota.

For example, for example, today the teacher gives materials and assignments but 5 days later they just open WA, so students are left behind in learning. Even at the beginning of online learning students could not open files via WA because they did not have knowledge about the application. The seventh obstacle is that the teacher cannot directly monitor the learning process of students. This can cause the essence of the learning process can not be observed by the teacher. In online learning, students' honesty and independence in carrying out tasks are not controlled. The eighth obstacle is technically not all parents or guardians of students have Android cellphone facilities. Other than that, many students experience boredom and boredom in learning online so that sometimes they are not serious in answering questions or doing assignments. The concentration and motivation of children studying at home and at school will certainly be different.

Various models of new learning activities are applied by teachers to help students keep learning at home. The government also facilitates various online learning applications that can be accessed and used by teachers and students. Arsyad (2011) suggests that the online learning process as a distance learning medium raises a new paradigm, namely the role of teachers who are "facilitators" while students become "active participants" in the process of teaching and learning activities. Therefore, teachers are required to create good teaching techniques, present interesting teaching materials, while students are required to actively participate in the learning process.

IV. Conclusion

Learning that is done online is not the same as face-to-face learning, various obstacles in learning communication are found so that it is a task for teachers to make learning communication effective so that learning objectives can be achieved. Even though it is in limited conditions due to the Covid-19 pandemic, you can still do online learning. The thing that becomes an obstacle is that parents have to add more time to accompany students. Meanwhile, in terms of teachers are required to learn many things in online learning.

References

- Abidin Z, dkk. 2020. Research and Development Journal of Education Special Edition October 2020, Pp: 131 – 146 P-ISSN 2406-9744 E-ISSN 2657-1056 Efektivitas Pembelajaran Jarak Jauh Pada Masa Pandemi Covid-19. Universitas Indraprasta PGRI Jakarta, Indonesia.
- Abroto, Andi Prastowo, Raka Anantama. 2021. Analisis Hambatan Proses Pembelajaran Daring dengan Menggunakan Aplikasi Whatsapp di Sekolah Dasar. Jurnal Basicedu Volume 5 Nomor 3 Tahun 2021 (Halaman 1632 – 1638). Yogyakarta: Indonesia.
- Aw Suranto. 2011. Komunikasi Interpersonal. Yogyakarta: Graha Ilmu.
- Cangara, Hafied. 2017. Perencanaan Dan Strategi Komunikasi, Jakarta: PT Raja Grafindo Persada.
- Effendy, Onong Uchjana. 2000. Ilmu Teori dan Filsafat Komunikasi. Bandung: Citra Aditya Bakti.
- Handayani D, dkk. 2020. Departemen Pulmonologi dan Kedokteran Respirasi Jurnal Respirologi Indonesia. Vol. 40, No.2, April 2020 p-ISSN 0853-7704 e-ISSN 26203162.

- Fakultas Kedokteran Universitas Indonesia, Rumah Sakit Umum Pusat Persahabatan, Jakarta.
- Huzaimah, Pipip Zulfa, and Risma Amelia. 2021. Hambatan Yang Dialami Siswa Dalam Pembelajaran Daring Matematika Pada Masa Pandemi COVID-19. *Jurnal Cendekia : Jurnal Pendidikan Matematika* 5 (1): 533–41.
- Latifah N, L. 2021. Pola Komunikasi Antara Guru Dengan Peserta Didik Selama Covid-19 Secara Daring. (Skripsi. Institut Agama Islam Negeri (IAIN) PONOROGO, 2021).
- Muhammad. 2011. Komunikasi Organisasi, Edisi 1 Cet. 12. Jakarta: PT. Bumi Aksara. (Dalam Jurnal Komunikasi Kepala Sekolah Dalam Meningkatkan Kinerja Guru Pada SMA Negeri 1 Geumpang Kabupaten Pidie. *Jurnal Administrasi Pendidikan*. ISSN 23020156 Pascasarjana Universitas Syiah Kuala 11 Pages pp. 149-159 Volume 3, No. 4, November 2015).
- Nopiyanto, Yahya Eko. 2020. Hambatan Guru Pendidikan Jasmani Generasi 80-an Dalam Pembelajaran Daring Di Tengah Pandemi Covid-19. *Jurnal Sporta Sainatika* 5 (2): 139–48.
- Prasasti, T.I., Solin, M., and Hadi, W. (2019). The Effectiveness of Learning Media Folklore Text of North Sumatera Based on Blended Learning by 10th Grade Students of Vocational High School Harapan Mekar-1 Medan. *Budapest International Research and Critics in Linguistics and Education (BirLE) Journal* Vol 2 (4): 480-490.
- Reotutar, M.A.C. (2020). Teacher Education Freshmen Applicants’ Current State in the New Normal’s Learning Delivery Platforms. *Budapest International Research and Critics in Linguistics and Education (BirLE) Journal* Vol 3 (3): 1528-1536.
- Rindana Intan Emeilia, Arina Muntazah. 2021. Fakultas Komunikasi dan Bahasa Universitas Bina Sarana Informatika *Jurnal Akrab Juara* Volume 6 Nomor 2 Edisi Mei 2021 (155166).
- Syakur, A., et.al. (2020). Improving English Language Speaking Skills Using “Absyak” On-Line Learning Model for Second Semester in Higher Education. *Budapest International Research and Critics in Linguistics and Education (BirLE) Journal* Vol 3 (2): 684-694.
- Tazwini M. 2018. Hambatan Komunikasi Antara Peserta Didik Dan Guru Di Lingkungan Sekolah (Studi SMA Islam Al-Falah Kresek Tangerang). (Skripsi. Universitas Islam Negeri Sultan Maulana Hasanuddin Banten, 2018).
- Thoha. 2012. Perilaku Organisasi: Konsep Dasar Dan Aplikasinya. Jakarta: Rajawali Pers. (Dalam Jurnal Komunikasi Kepala Sekolah Dalam Meningkatkan Kinerja Guru Pada SMA Negeri 1 Geumpang Kabupaten Pidie. *Jurnal Administrasi Pendidikan*. ISSN 2302-0156 Pascasarjana Universitas Syiah Kuala 11 Pages pp. 149-159 149 - Volume 3, No. 4, November 2015).
- Usman. 2013. Manajemen: Teori, Praktik, dan Riset Pendidikan. Jakarta: Bumi Aksara. (Dalam Jurnal Komunikasi Kepala Sekolah Dalam Meningkatkan Kinerja Guru Pada SMA Negeri 1 Geumpang Kabupaten Pidie. *Jurnal Administrasi Pendidikan*. ISSN 2302-0156 Pascasarjana Universitas Syiah Kuala 11 Pages pp. 149-159 149 - Volume 3, No. 4, November 2015).
- Waryanto, N.H. 2006. Online learning sebagai salah satu inovasi pembelajaran. Yogyakarta: Universitas Negeri Yogyakarta. *Jurnal Matematika*, Vol. 2, No.1, Desember 2006: 10-23.