TEACHERS' OBSTACLES OF ONLINE LEARNING PROCESS DURING PANDEMIC ERA (A STUDY OF ENGLISH TEACHERS AT GOLDEN KIDZ SCHOOL, WEST JAKARTA)

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Abstract:

The objective in this research is that there are various obstacles in the implementation of online learning due to the impact of the COVID-19 pandemic experienced by Golden Kidz teachers, Jakarta. This research uses a descriptive case study design with a qualitative approach. In this research, the key instrument is the researcher. The data in this study are the obstacles faced and the source of interview data from subject teachers at the Golden Kidz School Jakarta, there are 3 people. They were selected as informants based on the problems experienced by the teacher during the implementation of online learning. Collecting data using interview techniques. To test the validity of the data, the researcher triangulated the time by comparing the results of the interviews. Based on data analysis, the results of the study indicate that there are several obstacles that become teacher problems during online learning at Golden Kidz School. These problems include (a) internet access, (b) technology literate, (c) lack of student interest in learning, (d) difficult communication, (e) limitation of teachers in preparing learning materials.

INTRODUCTION

In 2020, the year that will not be forgotten by the world community. Corona Virus Disease (Covid-19) shocking throughout the world and the virus has changed the whole world order. Many countries, including Indonesia are experiencing a pandemic phenomenon caused by the spread of the Covid-19 (BBC,2020; Verdiana, n.d). Several studies have found a phenomenon that the Covid-19 pandemic has also a major impact toward the education sector (Rahardjo & Pertiwi, 2020). All levels of education must implement online learning. The learning from learning policy allows the teaching and learning process to continue even though teacher and students do not meet directly at school. Teacher can still deliver the teaching material, and students can still receive the lesson without leaving their homes.

Online learning is a new learning method in pandemic Covid-19 era. During pandemic situation students and teachers must learning at home because all of people must socially distancing, it is makes learning in the school cannot implemented. There are several ways in which educators can attract the interest of students to perform online learning, one of which is by creating videos of interactive learning. Based on Handayani, (2020: 16) as part of online learning, video-based online learning, which allows two-way interaction between different classrooms using remote imaging systems, has been widely used since the 1990s. Since 1990s, the online learning method has been introduced and uses video as a tool for learning.

A new learning method in Indonesia that has been introduced during the Covid-19 pandemic is learning with the online learning. This method of learning uses the internet as an interface to provide learning content, and many teachers do not really understand the use of methods of online learning. When introducing online learning, there are many concerns that occur, one of which is the reluctance of teachers to use online learning software.

Online learning is a process of learning from distance by using any Web or application as the media of learning and student activities. Online learning is a part of distance education that specifically combines electronic technology and internet-based technology or ICT in learning. Online learning refers to the use of internet-based technology features, which are highly dependent on the availability of information technology. Dabbagh and Bannan-Ritland (2005) proposed the characteristics of online learning as follow: (a) Constructivism, (b) Social interaction, (c) Inclusive community of learners, (d) Computer-based Learning, (e) Digital classroom, (f) Interactivity, (g) Accessibility Enrichment.

The online learning requires an internet network. The teacher and students carry out learning together, at the same time, but in different place. Various applications and platforms can be used, such as WhatsApp, Telegram, Zoom-meeting, google classroom, Edmodo, Microsoft team and others. To support this online learning, the main device needed is computer or phone connected to the internet network. The application of electronic learning in Indonesia is still minimal.

The advantage of online learning is based on the fact that it has high flexibility in eliminating various limitations. It can provide access to education for all people without constraints such as age, geographic location, time, and economic situation (Gunawardena & McIsaac, 2004; Belawati, 2010). The smartphones or cellphones make easier to conduct online learning. The versatility of smartphones in accessing information and real time communication makes it possible for students to study anywhere and anytime without constraints. Both teacher and the students can keep in touch and conducting learning process through online meeting and keep the education rolling during the pandemic.

Despite the advantages, the sudden transition from offline learning to online learning has brought many challenges to the teacher and students. Some teachers experience obstacles in the implementation of learning related to learning applications, internet networks, devices, learning management, assessment, and supervision (Rigianti, 2020).

Even the online learning process is not as productive as offline learning, but it does increase teacher awareness about the use of technology in online learning and learning for online teachers, which can significantly help teachers use interesting learning media that can be used to learn English such as YouTube video, music and films or video documenters can have positive effects for students ang teachers, which can increase the interest of students for learning. Videos and music media really helped students to learn vocabulary and made pronunciation easier. There are so many interesting media that teachers can use, especially in English learning. But not all teachers can use technology, since young teachers are more likely to use technology. It makes less successful use of technology by more senior teachers with instructional media that is full of creations.

The common problems that occur with English teachers of early learners are that in online learning activities some students do not have media to support online learning activities such as cellphone, laptop or personal computer that are used only for online learning.

Facts among the public show that this online distribution system creates several difficulties and problems.

According to Yayuk & As' ari (2020):
a. The lack of good teacher skills in the aspect of understanding the problem, so that it has an impact on students' problem - solving abilities.
b. The strategy used in training students' problem understanding skills is not appropriate so that students feel bored and have difficulty completing assignments.
c. The Lack of student motivation in participating in learning is also the cause of the low ability to understand problems in online teaching.

The teacher's ability in the aspect of understanding the problem must still be used because there is an impact on students' ability to solve student problems, even though the implementation of online teaching requires students and teachers to be at a far distance but students must have encountered problems in the online learning process both regarding assignments or material, therefore teachers are required to have good skills in the aspect of understanding problems to solve student problems. Not only problem-solving aspects of students, but teachers are also required to be skilled in explaining subject so that students do not get bored in learning. In online teaching students' interest in learning becomes lower and the ability to understand problems that occur during the online teaching process is lower.

METHOD
The researcher used qualitative approach to get data of this study. In this type of research, the researcher collected, classified, analyzed, and drew conclusion based on the data analysis without making a generalization. It is based on the characteristics of qualitative stated by Bogdan and Biklen are a) Qualitative research has natural setting, as the direct source of data and researcher is the key instrument. b) Qualitative research is descriptive. The data collected is in the form of words of pictures rather than number. c) Qualitative researches are concerned with process rather than simply with outcomes or products. d) Qualitative research tends to analyze their data inductively. e) Meaning is essential to the qualitative approach. Qualitative research is research that does not use procedure of

statistics analysis or other quantification (Moleong, 2007: 6). Qualitative research is also intended as type of research that finding is not obtained through procedure of statistics or quantitative (Syamsudin and Damayanti, 2007: 73).

According to Mudjia Rahardjo (2017: 2) A case study is a series of scientific activities carried out intensively, in detail and in depth about a program, event and activity, whether at the level of an individual, group of people, institution or organization to obtain in-depth knowledge of the event. Usually, the selected events which are hereinafter referred to as cases are real life events, which are taking place, not something that has passed.

In this study, the researcher used descriptive research a s the type of the study to describe the current phenomena of analysis of obstacles and problems faced by the teachers in Golden Kidz School.

The subject of this study was the teachers at Golden Kidz School, West Jakarta. The numbers of the subject were three teachers. For choosing the subjects, researcher used purposive sampling. Purposive sampling is a non-probability sampling method, and it occurs when elements selected for the sample are chosen by the researcher. In this case, Sugiyono (2016:85) states purposive sampling adalah Teknik pengambilan sampel sumber data dengan pertimbangan tertentu, (The purposive sampling is the technique of getting the sourve of sample data by using the definite consideration). The three teachers of Golden Kidz School chosen to have been interviewed by the researcher.

The technique of collecting of the data used in this study used by researcher to find the result of the study based on the research subjects as a source of information. In this study, the technique of collecting data was provide by an interview.

The researcher relies on experience and insight to select a sample; randomness is rarely part of the process. One reason qualitative researcher spend time in the research setting before selecting a sample is to observe and obtain information that can be used to select participants whom they judge to be thoughtful, informative, articulate, and experienced with the research topic and setting.

In this research, the researcher used some kinds of instrument. First, the instrument in this research is the researcher as the main of instrument. Sugiyono 2013: 222) states that "the researcher is the key instrument".

RESULTS AND DISCUSSION
The researcher found the teacher's obstacles of online learning process during pandemic era at Golden Kidz School. In this study, researcher found there were several obstacles faced by teachers when conducting online learning process. The obstacles are:
a. Internet Access
b. Technology illiterate
c. Difficult communication
d. Limitation of teachers in preparing learning materials
e. Lack of interest in students learning

1. **Internet Access**

   The most obstacle that teachers faced at Golden Kidz School is the internet access. It is the most significant obstacle during online learning. Because it is impossible to conduct online learning without internet access. One of important consideration for the beginning of online learning is the internet network, because the stable of the internet network is very important for the smoothness of the teaching and learning stage in online learning. The unstable of internet access caused some students to be unable to carry out learning due to learning disruption. When introducing the online learning, the teachers' obstacle is that the teacher is not free to clarify learning because of the distraction signal felt by students is often encountered by teachers that greatly interfere with teaching and learning situation. Students' issues often get internet restrictions, however in some places there are bad signals.

2. **Technology Illiterate**

   Teachers are unable to use technology. They have never been to use the online platform for teaching before. Therefore, teachers must use online platform during online learning by themselves. Because the technology literacy, teachers found some difficulties during online learning. The teachers did not get any workshop or training before the online course, so they did not know how to use it effectively. To conduct e-learning in an institution, the administration needs support and training for the technology. the literate of technology was important when conducting the online learning process for the expedite of online learning process. The technology illiterate was an obstacle if the teachers were not had the passion to conduct the online learning through the online platform. Teachers need significant professional development and training opportunities to learn how to teach online effectively and how to assist students in online learning who may not have used the platforms and technology before.

3. **Difficult communications**

   Difficult communication faced by teachers at Golden Kidz School while conduct the online learning. Communication in online learning is an important factor in the success of the online learning. Some students who are not interested and paid attention to the topic of communication were mostly got missed communication, this causes students to not understand what us explained by the teachers. According to the Teacher 1 stated that ''The teachers cannot communicate smoothly as when the face-to-face learning, the teachers can give instructions and handle the students when conduct the face-to-face learning'', the teachers said that the face-to-face learning is more effective than online learning because the teachers can give direct instruction to students.

4. **Limitation of teachers in preparing learning materials.**

   The informants said that the teachers at Golden Kidz School had problems that tended to the same, namely problems in the limitations in monitoring students. In online learning teachers are also required to be creative in using technology and making media that is attractive as possible, this is quite difficult for senior teachers who are not used to using technology, this make teachers very overwhelmed in carrying out online learning process and the teaching learning process is less effective because the teacher is not proficient in the use of technology. Limitation of teachers in designing instructional media, teachers cannot handle the students one hundred percent during

online learning. Teachers are required to be innovate and creative in designing online class. The online learning might not run well just because the teachers cannot handle or lack of the materials or just because the teachers is not good at using of technology.

5. **Lack of interest in students learning**

Lack of interest in student learning is one of the causes of teachers' obstacles in online learning process that faced by teachers at Golden Kidz School. The method of teaching or the strategy in teaching were very influential to the students' interest to join the online learning. in conducting the online learning, teachers are required to understand technology that makes the learning media as attractive as possible so that the students do not feel bored during lessons.

Discussion

Due to the Covid-19 disease, teachers at Golden Kidz School Jakarta conducted the Online learning process to prevent the spreading of the Corona virus. During the online learning process teachers at Golden Kidz School were teaching from home used the online platform like Zoom Meeting, Google Meeting and Golden Kidz Website. There were several ways in which teachers or educators can attract the interest of students to conduct the online learning, one of which is by creating videos of interactive learning. the teachers at Golden Kidz School already made the videos to support the online learning process and to attract the students' interest.

The researcher found five teachers' obstacles in online learning process during the pandemic era. There are five teachers' obstacles in conducting the online learning at Golden Kidz School, West Jakarta.

First, the obstacle is the internet access. The most obstacle that teachers faced at Golden Kidz School is the internet access. It is the most significant obstacle during online learning. Because it is impossible to conduct online learning without internet access.

Second, technology illiterate. Teachers are unable to use technology. They have never been to use the online platform for teaching before. Therefore, teachers must use online platform during online learning by themselves. Because the technology literacy, teachers found some difficulties during online learning.

Third, difficult communication. One of the reasons causing online learning difficulties faced by teachers is the communications. Difficult communication faced by teachers at Golden Kidz School while conduct the online learning. Because communication in online learning is an important factor in the success of the online learning.

Fourth, Limitation of teachers in preparing learning materials. The informants said that the teachers at Golden Kidz School had problems that tended to the same, namely problems in the limitations in monitoring students. In online learning teachers are also required to be creative in using technology and making media that is attractive as possible.

Fifth, lack of interest in students learning. It was clarified that some of the online learning methods used by the teachers were found unacceptable and there was a feeling of

boredom for students and some students decided to miss learning. In the result of interview about lack of interest in student learning.

CONCLUSION

The obstacles faced by the teachers during conduct the online learning at Golden Kidz are: (1) Internet Access, (2) Technology illiterate, (3) Difficult communication, (Limitation of teacher in preparing learning materials, (5) Lack of interest in students learning.

Suggestion for Teachers:

Teachers must understand about the technology and provide an attractive lesson and materials for leaning even though use online platform.

Suggestion for Students:

For the Kindergarten class at Golden Kidz School, researcher expect students to be diligent during the implementation of both online learning or offline, because the success of teachers when implementing learning also with the high understanding of the students.

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