

## **PROBLEMS WITH THE DISTANCE LEARNING SYSTEM IN LEARNING ENGLISH AT SMP NEGERI 2 TONDANO FOR GRADE 3C STUDENTS**

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**Abstract** : This study aims to determine the problems that occur in the distance learning system in learning English. This research was conducted at SMP Negeri 2 Tondano. The method used in this research was qualitative method. Data collection in this study was questionnaire made in google form and distributed to 29 students. The results of this study conclude that online learning is carried out using media applications such as Whatsapp, Google meet, Google classroom and Zoom which are used when learning online at SMP Negeri 2 Tondano. There are obstacles for teachers in conducting online learning to students, including the lack of student understanding when carrying out the online learning process. This is because students do not understand the material given because they do not meet directly and the teacher is difficult to monitor student progress accurately. The main factor that is more important is the lack of facilities owned by students when studying online because not all students have facilities such as cellphones, laptops or computers as study equipment. Besides that, another factor is internet packages that are expensive and have a bad network in their environment.

**Keywords** : *Problems, Learning System, English Online Learning, Platforms*

### **INTRODUCTION**

During the current Covid-19 pandemic, the Indonesian government has taken various ways to break the chain of spreading the Covid-19 virus. The problems caused by the current pandemic are so big that the government in Indonesia immediately takes policies to prevent Covid-19, many policies have been implemented in Indonesia, one of which is the policy taken by the government,

namely education units in Indonesia implementing home learning programs, or distance learning away (Online learning).

The COVID-19 pandemic has had an impact on the education sector (Kandati & Tatipang, 2021). In order to prevent the spread of Covid-19, the government has implemented a social distancing strategy, one of which is schools being suspended. Another policy to meet the educational needs of children is to implement a distance learning system (Online learning). The appeal conveyed by the Minister of Education and Culture Nadiem Makarim in the letter reflects that learning activities can still be carried out in educational units (schools) with the application of strict health protocols.

According to Noldy Pelenkahu (2017), "Students who are motivated usually have a high passion for learning in the teaching and learning process". Although the current learning system is no longer the same as the learning system before the Covid-19 pandemic hit Indonesia.

In this case, the author suggests that in the process of learning English through online learning currently carried out by teachers and students using teaching tools and materials in the form of social media or other learning applications to support the teaching and learning process is not maximized so that there are several problems that occur.

Based on the description above, the writer tries to do a research with the title "Problems with the distance learning system in learning English at SMP Negeri 2 Tondano for Grade 3C students"

### ***1.2 Statement of the Problem***

The description in 1.1 leads the researcher to address this research problems: "What are the problems faced when learning English in distance learning".

### ***1.3 Purpose of the Study***

From some of the above problem formulations, this study aims:

To find out what problems are found in the use of learning media in the distance learning system on the effectiveness of student learning in the English learning process.

#### ***1.4 Reason for the Choosing Topic***

Distance learning (Online learning) is learning using media that allows interaction between teachers and students. In Online learning between teachers and students do not meet face to face, in other words through Online learning teachers and students are in different places. I chose this title because I am interested in researching how this distance learning method is very helpful in the learning process during the current pandemic, especially in learning English.

#### ***1.5 Delimitation of the Study***

In this study the researcher focus more on "the problems of distance learning systems on learning English". According to Noldy Pelenkahu (2017), "Teachers who have high competence about english are certainly able to carry out the learning process well and function as facilitators for the student learning process". So in this study the researchers focuses more on the problems of the online learning system in learning English at SMP Negeri 2 Tondano.

#### ***1.6 Significanse of the Study***

##### ***Implication***

There are many benefits in learning English, of course English is one of the international languages used by many countries. According to Noldy Pelenkahu (2014), " Politically, English is a second language in indonesia and it has been taught to all students of Elementary school until of university. The goverment and people of indonesia have realized that English is important for each next generation of the country in order to get remarkable knowledge easily and can compete in today globalization era ". Through English we can introduce the diversity of cultures and languages of this nation to those who certainly want to know about this Indonesian nation.

##### ***Application***

Finally, in other words, this research is looking at the effectiveness of distance learning for teachers and students in dealing with the current education system, and finding out the obstacles that occur for teachers, students and also parents.

## ***1.7 Definition of the Terms Use***

### ***Problems***

In this study there are several problems found in the distance learning system (Online learning), namely:

- a. The learning media used by the teacher cannot be accessed by students due to the small capacity of the cellphone
- b. The teacher has difficulty in explaining the material to students because of the poor network.
- c. Expensive study quotas for underprivileged students.

## **LITERATURE REVIEW**

### ***Distance Learning***

Distance learning is not something new in the world of education. At this time in conventional education, teachers and students are in the same space and time. During the learning process, class management is fully regulated by teachers and teachers as directors in carrying out various activities in class such as explaining or holding questions and answers, guiding, motivating, rate and so on. Meanwhile, in distance learning, teachers and students are not in the same time and space, in other words, teachers and students do learning separately by space and time. Because of the separation and the distance, the supervision or control of the teacher on the behavior of the learner is almost non-existent. According to Nilsen and Albertalli (2002), "Teaching in its broadest sense is the process whereby a teacher guides a learner or a group of learners to a higher level of knowledge or skills". In this case, the communication between teachers and students is done through the media because they do not meet directly. As a result, the teacher will know the progress of the students only if the students respond to the teaching, assignments or exams given by the teacher. In this situation the teacher does not pay attention to the way students learn and how to respond correctly (Paranduk et al, 2021). However, the teacher requires to believe in the honesty and independence of the learner so that the learning process goes well.

The difference between conventional learning (Offline) and distance learning (Online learning) lies in the form of interaction between teachers and students as well. However, these differences are not an obstacle to developing distance learning towards enlightening education and improving the quality of Indonesian generations.

The definition of distance learning is also when the learning process does not occur in physical contact or in the form of direct face-to-face between teachers and students. This learning will also be effective if the learner feels comfortable and motivated to learn. Currently, in the face of a pandemic, the conventional learning system has developed into distance learning. Distance learning experiences obstacles for teachers and students themselves because they are limited by different distances and regions.

### ***Distance Learning Problem***

#### ***Internet Network Problem***

The Distance Learning System (Online learning) is based on the experience of the authors, there are several problems that occur when the distance learning process takes place so that it becomes a burden for teachers, students and parents of students.

According to Kindangen, R. J., Tuna, J. R., & Andries, F. A. (2012), Listening is not a passive activity as many people thought but it is active process activities that also have an internal process. One of the main problems faced is a slow internet network. Whereas Distance Learning or online requires a fairly strong internet network considering the media used in the form of Google meet, Zoom, Whatsapp and other applications to attend learning videos require a strong network so that the learning process remains smooth and is not constrained by video and sound that suddenly stops or broken.

Technical problems such as video and sound that suddenly stop or break up cause ineffective learning so that the teacher cannot provide material or information to students to the maximum and also students cannot absorb the information conveyed by the teacher as a whole.

### ***Barriers to Distance Education (Online learning)***

Distance learning is carried out by teachers through online media such as Whatsapp, Google meet, Google Form, Zoom and other learning applications. However, this system needs special design and learning techniques and evaluations in order to reach all levels of education for teachers and students. According to Kumayas, T. A. (2020), English language learners usually get problems in understanding and using those three forms of verb which are commonly called irregular verbs as the core of tenses which are very essential in formulating tenses, have been taught at Junior and Senior High School.

Based on the experience of the authors, there are several obstacles that occur when the distance learning process takes place. This is because distance learning is technology-based. These problems include the unequal access to the internet network, the high cost of quotas and the difficulty of parents in accompanying their children in teaching and learning activities as a result, students become bored and often play when distance learning is taking place.

During the Covid-19 Pandemic, several solutions have been provided by the government, especially from the school, in this case the use of BOS funds to subsidize teacher and student quotas is one of the policies issued by the government in overcoming the high cost of quotas in the context of implementing distance learning.

Smith (2004), "sees teaching as the process of carrying out activities that experience has shown to be affective in getting students' to learning. The role of school principals in encouraging educators and education personnel to be literate in science and technology during this pandemic is one of the important elements in the implementation of Distance Learning. With the policy of providing training through webinars or workshops on the teaching and learning process for educators and education staff, it can improve the quality of SMPN 2 Tondano schools in providing services for students.

### ***Less Interaction Between Teachers and Students***

According to Liberante (2012), "shows that in the learning environment, an important need that arises is to develop positive relationships between teachers and

students because these relationships have a tremendous influence on student behavior and learning outcomes". Interaction is a reciprocal relationship between one person and another. Some distance learning methods are one-way and time-limited. This can cause teacher and student interaction to be reduced so that it will be difficult for students to get further explanations about material that is difficult to understand. Online learning also makes it difficult for teachers to control all students who take part in learning because many students are not controlled by the teacher, students will also get bored quickly and play while learning.

### ***School Assistance and Services***

#### ***Giving Free Quota***

From some of the problems described above, there are several solutions that have been provided by the government, namely the flexibility of using BOS funds to subsidize teacher and student quotas, which is one of the policies issued by the government in overcoming the high cost of quotas in the context of implementing distance learning.

#### ***Provision of WI-FI Services in Schools***

Farrant (1980), simply defined teaching as a process that facilitates learning. The services that have been taken by the school include providing Wi-Fi and school computer LAB for teachers who have problems with laptops, cellphones, quotas and internet networks. And has also provided all Covid-19 protocols in the form of masks, Anti-Septic, clean environment and rooms and limited the capacity of students in class (maintaining distance) for students who have network problems and come to school.

#### ***Create Online Learning Media***

According to Maru, M. G., Liando, N., & Setiawan, S. (2020), The ability to express ideas into essays related to the elaboration of topics in certain disciplines is interpreted as a form of competence and knowledge that students have achieved. There are several media that can be used for online learning media, the media can be in the form of videos and power points but if there are some parents of students who do not have cell phones, they can be given materials in the form of modules to students so that students do not miss learning materials.

## ***Communication with Student Parents***

Communication with students' parents or guardians is very necessary because in order to be able to socialize the role of parents in helping students to learn online and also parents can find out about the future development of children in online learning.

## ***Make a Learning Summary***

According to Ubro, P., Wowor, D. J., & Samola, N. (2021), Learning is an activity where someone finds out something from they do not know and finally became aware. A summary of material that contains the essence of the material is necessary for students to understand learning so that teachers can provide several summaries of material to students from several sources to support active and creative learning.

## **RESEARCH METHODOLOGI**

### ***Research Design***

This type of research is a descriptive research. This study intends to find out the problems that occur and the solutions that have been implemented in the distance learning system in learning English. Suharsimi Arikunto (2005:234), argues that descriptive research is research that is intended to gather information about the status of an existing symptom, namely the state of symptoms according to what they were at the time the study was conducted. In addition, this research is called ex post facto research because the data collected is already available and the researcher acts as a research instrument. (Soewandi, 1991: 7), in this case, research only wants to know things related to the state of something.

### ***Population and Sample***

The population in this study are 29 students of class 3C at SMP Negeri 2 Tondano. The samples in this study are 29 students of class 3C.

### ***Techniques of Collecting Data***

In collecting data the researcher has carried out the following procedure:

1. The questionnaire were distributed to the students

2. The questionnaire were collected after the participants have finished answer the questionnaire
3. The data were processed and the questionnaire be counted and grouped based on the type of responses
4. The questionnaire's result were provided in the form of percentages

### Techniques of analyzing data

The collected data were analyzed statistically using descriptive percentages.

The formula used was:

$$P = \frac{f}{N} \times 100 \%$$

P = Percentage (%)

F = Total response/item

N = Total respondents

100% = Constants value (Brown, 2004)

## DATA ANALYSIS

### *Description of the Questionnaire Statements*

#### *Students perception about online classes*

No	Statements	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
1	Online learning is very effective	10 34.5%	15 51.7%	4 13.8%	0 0%	0 0%
2	Traditional method of studying is more effective	8 27.6%	12 41.4%	9 31%	0 0%	0 0%
3	Students still feel connected with the teacher	16 58.6%	10 31%	3 10.3%	0 0%	0 0%

4	Students are able to solve their doubts	3	18	8	0	0
		10.3%	62.1%	27.6%	0%	0%
5	Students face difficulty in understanding and solving numerica	2	10	16	1	0
		6.9%	34.5%	55.2%	3.4%	0%
6	Students miss their classroom classes	23	5	1	0	0
		75.9%	20.7%	0%	0%	0%
7	Practical subjects like English needs face to face method of teaching	5	17	7	0	0
		20.7%	51.7%	27.6%	0%	0%
8	Students enjoys online classes	4	16	8	1	0
		13.8%	55.2%	27.6%	3.4%	0%
9	Online classes are value for money	3	11	14	1	0
		10.3%	37.9%	48.3%	3.5%	0%
10	Creativity is lost in online classes	3	5	8	13	0
		10.3%	17.2%	27.6%	44.8%	0%
		26,5%	41 %	26,8%	5,5%	0%
	<b>Total Respondents</b>	29 (26,5+41= 67,5%)		26,8%	5,5%	

#### Parents perception about teachers taking online classes

11	Teacher make extra efforts in online classes	6	21	2	0	0
		20.7%	72.4%	6.9%	0%	0%
12	For teacher, online teaching is a simple job	2	3	18	6	0
		6.9%	6.9%	62.1%	24.1%	0%

13	Online teaching is challenging job for teachers, as it is tedious	4	17	8	0	0
		13.8%	58.6%	27.6%	0%	0%
14	Online teaching is extra work for teacher	3	23	3	0	0
		10.3%	79.3%	10.3%	0%	0%
15	Teacher are more trained for classroom teaching	5	15	9	0	0
		17.2%	51.7%	31%	0%	0%
		13,7%	54,4%	27,5%	4,1 %	0%
<b>Total Respondents</b>		29 (13,7+54,4=68,1%)		27,5%	(4,1%)	

### ***Discussion of the Result***

In this section, the researcher discusses the perception of ninth graders towards online learning during this pandemic. This research was conducted at SMP Negeri 2 Tondano with the title "Problems with the distance learning system in learning English at SMP Negeri 2 Tondano for grade 3C students". The reason the researcher is interested in researching the problems that exist in online learning is because the researcher wants to know whether the online learning that is implemented can be accessed by all students and teachers without any obstacles, considering that currently participating in every teaching and learning activity requires learning tools in the form of cellphones, laptops or computer. Respondents in this study amounted to 29 students, each respondent was given a questionnaire with 15 questions, each statement was given a weight of 5-1 on a Liker scale.

The discussion of this research is related to students' perceptions of their experiences in learning English during the Covid-19 pandemic. Student responses to each item in the questionnaire that were distributed were analyzed with students' understanding, opinions, experiences and results from the teaching and learning process during the pandemic period. From several questions the respondents responded very well, the first indicator was the effectiveness of online learning,

students responded with "strongly agree" and "agree" answers, which were responded by some respondents with the value in the percentage table is 67,5%, which means online learning also helps in increasing their knowledge. For example, the teacher also maximizes in providing and explaining learning material. This means that some students have positive experiences from online learning. But there are also some respondents who respond with "neutral" 26,8% or "disagree" 5.5%. It can be said that some students are dissatisfied with online learning, considering that each student has a different human resources (HR) background. For example, some students cannot participate in online learning because they do not have infrastructure such as cellphones or laptops in participating in online learning. "Online learning is a form of distance learning that utilizes telecommunications and information technology, such as the internet, CD-ROOM. (Molinda, 2005). As for some students when participating in online learning, there are several things that interfere with the learning process, such as when studying at home, some parents do not guide them and also when online learning gets a bad network resulting in intermittent sound, poor video quality, and limited internet quota. That can be provided by parents considering that every online learning uses several applications in the form of (Whatsapp, Google meet, Google classroom, and Zoom), and all of these applications require a good internet network to use them. Sender and receiver so that it can stimulate the thoughts, feelings, concerns and interests of students in such a way that the learning process occurs. (Arif.S. 2002).

The second indicator is the ability of teachers to mobilize all learning activities in online learning which also received a positive response from some respondents with the value in the percentage table is 68,1%. It can be said that a teacher must make extra efforts in online classes because teaching online is also not an easy thing because teachers cannot control 100% of students in online classes, so it can be said that online learning is also challenging for teachers in teaching and educating students who are in different places and times. This shows that the responses and methods of a teacher greatly affect the spirit in motivating each student emotionally so that each student has a disciplined and responsible attitude in every task and responsibility, especially in learning English. In this online learning, the attitude of a teacher has an important role in teaching and educating students to

have a responsible attitude, especially in learning English because as we know the role of the teacher in online learning is not only teaching but also being a facilitator, assessor and evaluator. In addition, during the Covid-19 pandemic, students spend most of their time at home with their parents and family, so the role of parents and family is also very important to encourage, teach, motivate, and meet the needs of each student so that each student's learning is always active in the teaching and learning process. From the results of the research above, there are obstacles in online learning that cause learning to be less effective. However, online learning must be carried out in this Covid-19 pandemic situation. Barriers to online learning are visible, not just one or two things. Important things from online learning need to be improved and improved. First and foremost are the facilities and infrastructure such as a stable internet network, a capable computer, laptop or cellphone, as well as effective and efficient online socialization. So, in this case online learning must continue to be improved to try to overcome the obstacles that occur so that online learning becomes more effective and efficient.

## **CONCLUSION AND SUGGESTION**

### ***Conclusion***

Based on the results of research on Problems with the distance learning system in learning English at SMP Negeri 2 Tondano for grade 3C students, it can be concluded that online learning is carried out using media applications such as Whatsapp, Google meet, Google classroom and Zoom which are used when learning online at SMP Negeri 2 Tondano. There are obstacles for teachers in conducting online learning to students, including the lack of student understanding when carrying out the online learning process. This is because students do not understand the material given because they do not meet directly and the teacher is difficult to monitor student progress accurately. The main factor that is more important is the lack of facilities owned by students when studying online because not all students have facilities such as cellphones, laptops or computers as study equipment. Besides that, another factor is internet packages that are expensive and have a bad network in their environment

## **Suggestions**

Related to the research obtained, the authors try to provide suggestions including. First, it is expected that the teacher will provide material that makes learning simple, accessible and fun. Because when online learning occurs, obstacles such as the network suddenly goes bad, the time required is too fast and also makes students more interested in learning English through online learning. Second, parents are expected to coordinate with teachers in guiding the teaching and learning process of students during this online learning. Finally, it is hoped that the local government will pay more attention to providing funds to students, as well as the infrastructure at least with a WI-FI network to assist in overcoming network problems.

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