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The Problems of Learning Media at University Amid Covid-19 Post New Normal in Indonesia

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Abstrak

Tujuan dalam penelitian ini perlu dicermati karena Covid-19 telah memaksa dunia pendidikan untuk mengubah media pembelajarannya. Kajian ini dilakukan untuk melengkapi minimnya penelitian tentang pembelajaran di tengah pandemi Covid-19 khususnya di Perguruan Tinggi Indonesia. Sementara itu, penelitian ini difokuskan pada Problematika Pembelajaran Di Perguruan Tinggi Ditengah Covid-19 khususnya di era new normal. New normal adalah perubahan perilaku untuk menjalankan aktivitas normal dengan mematuhi protokol kesehatan pencegahan penularan COVID-19.

Penelitian ini merupakan penelitian lapangan. Informan dalam penelitian ini adalah mahasiswa pascasarjana yang pernah menjalani pembelajaran di era pandemi program sarjana, dan mahasiswa pasca sarjana yang melaksanakan pembelajaran di era new normal. Metode pengumpulan data menggunakan wawancara, observasi, dan dokumentasi. Analisis yang digunakan peneliti adalah model yang dikembangkan oleh Miles dan Huberman. Langkah-langkahnya terdiri dari Reduksi Data, Tampilan Data, Penarikan Kesimpulan dan Verifikasi.

Peneliti menemukan beberapa fakta dari penelitian ini seperti pembelajaran di Perguruan Tinggi di tengah covid-19 menggunakan media pembelajaran yang biasa

digunakan seperti Whatsapp Group, Zoom Meeting, Google Meet, Google Classroom, Youtube, E-mail, Telegram. Selain itu, media khusus yang digunakan untuk pembelajaran di Universitas Indonesia tidak hanya media umum tetapi juga menggunakan media khusus yang dibuat oleh Universitas sendiri. Kedua, penggunaan media pembelajaran di tengah pandemi Covid-19 pasca new normal menunjukkan beberapa kendala seperti Kurang Pemahaman, Efisiensi, Biaya Tinggi, Dukungan Lingkungan, Media, Keterbelakangan Teknologi.

Kata kunci: Media Pembelajaran; Covid-19; New Normal

Abstract

The Problems of Learning Media at University Amid Covid 19 Post New Normal in Indonesia. The aim of this research is necessary to be observed since Covid-19 has forced the education world to change its learning media. This study is conducted to equip the minimum research about learning amid pandemic Covid-19 specifically in Indonesian University. Meanwhile, this research focused on The Problems Of Learning At University Amid Covid-19 specifically at post-new normal. The new normal is a behavior change to run normal activities by complying with the health protocol for preventing the Covid-19 transmission.

This research is field research. Interviewees in this research are postgraduate students who had undergone the learning in normal era at undergraduate's program, and students conduct the postgraduate at new normal. at least, students discover what are the differences between those situations. The data collection method utilized interviews, observation, and documentation. Analysis which is utilized by a researcher is a model developed by Miles and Huberman. The steps consist of *Data Reduction*, *Data Display*, and *Conclusion Drawing and Verification*.

The researcher has found some facts from this research such as learning at University amid covid-19 using the learning media that is commonly used like Whatsapp Group, Zoom Meeting, Google Meet, Google Classroom, Youtube, E-mail, Telegram. Besides, specific media used for learning in Indonesian University is not only common media but also using specific media that created by his own University. Second, using learning media amid Covid-19 post new normal shown several obstacles such as Lack of Understanding, Efficiency, High Cost, Environment Support, Media, Technologically backward.

Keywords: Learning Media; Covid-19; New Normal

Introduction

Covid-19 pandemic has given a giant positive impact on increasing creativities of lecturers in Indonesia in particular of improving the soft skills to operate learning media. Dr. Rina Khairani Pancaningrum claimed that since pandemic coronavirus disease 2019 (COVID-19) lecturers in her university are encouraged and motivated by University for increasing their ability to operate

learning media, specifically in SPADA. Spada is a media learning of Mataram State University which has various features such as quizzes, workshops, folders, forums, books, assignments, attendance, even BigBlueButtonBN “feature for meetings which can make participants see each other and deliver their PowerPoint”. Even though some lecturers use Zoom meeting media, Google Classroom media, and Google Meet media.

On the other hand, the researcher admits that every single part of the world does not only compete to figure out a solution how to handle covid 19 as a world pandemic which has given magnificent damage generally but also it competes to discover a solution how to conduct the learning in Covid-19 era. This occurrence hampers various people’s activities in various sectors, mainly in the education sector, namely learning activities whether in schools or universities (Firmansyah & Kardina, 2020). Indonesian Government through the ministry of culture and education (Kemendikbud) take out formal letter number 3 of 2020 about the prevention of Covid 19 in education institutions on 9 March 2020 and formal letter Secretary of Kemendikbud (Ministry of Education) number 36603/A.A5/OT/2020 on 15 March 2020. That letter is an effort of the government to prevent the outbreak spread of covid 19, namely a government policy in physical distancing for the education world (Mukherjee, 2020). Even Kemendikbud makes *buku saku pembelajaran masa pandemi* as a evidence that covid 19 in education sector has more attention from Indonesia government (Olivia et al., 2020).

The Study of education amid pandemic corona virus disease commonly the study only focused on learning in schools such as study Yudi Firmansyah and Fani Kardina, *the impact of New Normal amid Pandemi Covid-19 To manage school and student* (Karawang: Buana Ilmu, Vol 4 No 2, 2020), Izqom Halal Syah Aji, the impact Covid-19 of education in Indonesia: school, skill, and learning process, (Jakarta: Salam; Jurnal Sosial & budaya Syar-i, Vol. 7 No. 5, 2020), Ali Sadikin and Afreni Hamidah, online learning in the middle of the Covid-19 pandemic, (Jambi: Biodik Jurnal ilmiah pendidikan biologi, Volume 6 No. 02, 2020). Therefore, this study is made to equip the minimum research about learning amid pandemic Covid-19 especially in Indonesian University.

Meanwhile, this research focused on The Problems Of Learning Media In University Amid Covid 19 specifically post new normal. Wiku Adisasmita as head of the expert team of the task force to accelerate the handling of COVID-19 said that the new normal is behavior change to run normal activity by complying with the

health protocol for preventing the COVID-19 transmission (Hernández-Padilla et al., 2020). The researcher purposely focused on post new normal not only because there is no people (researcher) focused on that case but also because after new normal people, government and school have time enough interact with a new situation, so that is supposed to understand how to handle it in education world (Ismail et al., 2021).

Theoretical Framework

Term media comes from the Latin language *Medius*. It means middle, media, or courier (Arsyad, 2013). Simply, media is a tool as media can distribute information from information resource to information acceptor. Exact education needs media to deliver the lesson easier rather than without media, even though only blackboard and chalk. Sutirman in the book *media dan model-model pembelajaran inovatif* stated that learning media is graphic tools, photographic or electronic can be utilized for catching, processing, and arranging back the visual or verbal information. So, learning media can be interpreted as media or tools used in learning to help teachers establish students' understanding about the topic in the class and to help students to comprehend points quickly. The strange of learning media are; (1) The explanation of topic will be more normative, (2) The learning tends to be more interesting, (3) The learning is more interactive, (4) The time can be decreased, (5) The quality of students output will be increased, (6) Positive mindset of students to the lesson and learning process can be increased, (7) The learning runs everywhere and whenever, (8) The role of teacher can be changed to be better (Sutirman, 2013).

Learning by media amid Covid-19 is a famous thing due to government policy. The government encourages education institutions to conduct the learning process over long distances. Therefore, media is the only way to facilitate that condition. This situation shows many media such as Zoom meeting, Skype, Google Meet, Telegram, Whatsapp, Google Classroom, Youtube, Email even some universities create their media. Hamzah B. Uno stated that long-distance learning (LDL) is several learning methods in which the learning activity is done by being separated from the learning activity (Uno, 2011). LDL becomes a basic need amid covid era especially in Indonesia either in Playground, Kindergarten, Elementary School, Junior High School, Senior High School even in University.

Research Method

This research is field research. This research is renowned as qualitative research which produces descriptive data in the form of written words or spoken words from people and activities which can be observed. In this research, the researcher can not just stay in front of the laptop and look for data from google, website but the researcher has to be active to collect the data in the field. The researcher should have insight into the condition, situation, and life of the participant who researched. The goal is a holistic picture and depth of understanding rather than a numeric analysis of data (J.Moeloeng, 2012). The sample of qualitative research is not called respondee, but as interviewees, participants, informants, research partners. A qualitative research sample also is not called a statistics sample but a theoretical sample because the purpose of qualitative research is to produce a theory. Interviewees in this research are postgraduate students who had undergone the learning in normal era at undergraduate's program, and those who conduct the postgraduate at new normal, so at least they discover what are the differences between those situations. Interviewees in this research are a postgraduate student in political science of Universitas Indonesia (Indonesia University), postgraduate student in the accounting of Universitas Brawijaya (Brawijaya University), postgraduate student in law studies of Universitas Sumatera Utara (Sumatera Utara University), postgraduate student in the education of Universitas Pendidikan Indonesia (Indonesian Education University), postgraduate student in the center for religious and cross-cultural studies of Universitas Gadjah Mada (Gadjah Mada University), postgraduate student in Public Policy Management of Gadjah Mada University, postgraduate student in Marketing of Gadjah Mada University, postgraduate student in Physics Education of Universitas Negeri Yogyakarta (Yogyakarta State University) and student of Doctor Program in major Islamic Early Childhood Education in UIN Sunan Kalijaga (Islamic State University Sunan Kalijaga).

The data collection method utilized interviews, observation, and documentation. the researcher utilized some tools such as video recording and voice recording to assist the researcher to watch the interview result. The researcher also prepared the notes for writing some important things to underline containing when, how, who, and contents of the main interview when the researcher runs the interview to an informant. Observation is utilized if the research is about people's behavior, working process, natural phenomenon and if

respondent observed is a small group. The documentation method is a data collecting method that is utilized to browse historical data. Document about people or flock of people, events, or occurrences in a social situation which is very useful in qualitative research. Documentation consists of recorded information. Therefore, documentation can be known as evidence in the past.

Moreover, the analysis which is utilized by the researcher is a model developed by Miles and Huberman. The steps consist of:

Data Reduction

Data reduction means abridging, choosing the main things, focusing on important things, themes, patterns, and reducing the useless thing. So that, the data reduced will explain more clearly and make it easier to researcher for collecting data and observe it.

Data Display

After data is reduced, the next step is data display. In qualitative research can be done by forming an abridgment, diagram, a relation among category or narrative text.

Conclusion Drawing and Verification

The third step is an analysis of the qualitative data based on Miles and Huberman such conclusion and verification. The first conclusion described is still temporary and will convert if it is not found strong evidence which supports the next step of the data collection. But if the conclusion is interposed on the first step supported by strong evidence and consistent, when the researcher back to the field for collecting data, so the conclusion which is interposed is credible (Sugiyono, 2018).

Result/Discussion

Indonesia has its diction for calling situation after corona, namely new normal. Wiku Adisasmita as head of the expert team of the task force to accelerate the handling of COVID-19 said that the new normal is a behavior change to run normal activity by complying with the health protocol for preventing the COVID-19 transmission. Included in the education world, should have a new normal formula that forces education institutions to support this diction in practice when running

education activities, included universities. However new normal in education does not only encourage the movement of learning to use media of learning such as Zoom, Google Classroom, Telegram, Whatsapp Grup but also experiencing the emerged problems during learning (Sadikin & Hamidah, 2020).

Learning Media

In this research, the researcher has found some facts that the first is the learning at Universities amid covid-19 are using the most common learning media such as:

1) Whatsapp Group

Whatsapp Group becomes a media which has multifunction, if the number of students is little then video call group is utilized to deliver the topic or presentation. Meanwhile, this media facilitates lecturers to share information, assignment, announcement directly without pause and the 11 members of Whatsapp Group can read it.

2) Zoom Meeting

Zoom Meetings can be used for presentation, discussion clearly and the host also can control the situation since the host in this application has control to kick, mute, and turn off the camera of the member. The application shares the PowerPoint, type, picture for supporting description or presentation.

3) Google Meet

This application is similar to zoom, however, there is no host in google meet but it is simpler as everyone can enter without an agreement from a host like a zoom meeting.

4) Google Classroom

Google Classroom mostly is not only used for sharing documents, files, assignments, announcements, but also as media that describes the structure of the meeting, topic, and timer. Usually, google classroom also is used for sharing links to zoom meetings or google meet.

5) Youtube

Presentation either from lecturer or student can utilize this application, meanwhile, youtube is open every time without an effort for scrolling such as in

Whatsapp Group or Google Classroom. On another side, Youtube supports lecturers in teaching due to only making one video that can be used continuously.

6) E-mail

E-mail is used as media for collecting assignments. Many lecturers give assignments by Whatsapp Grup and other applications but they prefer using E-mail to collect them.

7) Telegram

Telegram can be used as a medium of teaching by lecturers besides the function of the telegram is similar to Whatsapp however telegram can contain larger members than WhatsApp.

Specific media, learning at Indonesian University does not only use common media but also specific media which is created by its own University. For example, Gajah Mada University has SIMASTER UGM (Interview on 24 March 2021), Mataram University also has specific media for learning namely SPADA UNRAM (Interview on 05 April 2021), and IAIN Metro has media for learning namely LMS (Learning Management System) (Interview on 09 April 2021).

Second, while using learning media amid COVID-19 post new normal shows several obstacles, included:

Lack of Understanding

Many phenomena described that student prefers learning in University in a normal situation when lecturer and student can face to face in the class.

“Learning in pandemic era makes me queasy” (Interview on 22 March 2021).

That statement presented to us that how complicated learning at University post new normal in Indonesia even for doctoral program students feel the atmosphere in normal time when he studied in postgraduate and undergraduate. Furthermore, UGM students said that it will be more effective in when a normal era because the seriousness to explain the topic is better in a normal era rather than using media such as Zoom or Google Meeting. He explained how important is the seriousness in learning and in post new normal that can not support and can not be found by students because post new normal media automatically use Zoom or Google Meeting so that students can not focus on learning as the student can turn off the video and do other activities during learning (presentation). As a

consequence, many students misunderstand the topic of learning and do not understand the topic.

Efficiency

Dari segi waktu baik online maupun offline sama sebenarnya, hanya saja banyak yang telat masuk kelas (room zoom/google meet), sehingga menunggu, artinya kelas itu sering menunggu kelas full terlebih dahulu (Interview on 20 March 2021).

Talking about efficiency, according to UI postgraduate student statement that University allots the time as usual based on schedule, which means there is no differentiation between normal era or new normal era yet learning in new normal using applications such as Skype, Zoom, Google Meet which impact the students to wait for one another to log in into the platform, host (Presentator) waits for the complete participants (student) to start the class, and therefore it wastes the times. Postgraduate students in Brawijaya claimed that the learning frequently starts late since the link shared is sent late to students and students have to be admitted one by one to join the room. It is different from offline if a schedule is at 07:00 AM then students will come to the class before the schedule while the online class starts at 07:00 AM so it is not effective.

High Cost

learning in new normal using the internet and automatically spending many internet quotas, UGM student said that supporting internet quota only in the beginning of lockdown but in new normal is nothing. Furthermore, in another University even postgraduate students in USU claimed that:

Should provide internet quota as other Universities as I know, but in my University, there is no supporting quota (Interview on 21 March 2021).

It can not be denied that when students utilize the internet quota for learning mean students need more money to buy a quota for the internet yet there is no support either from the government or from University. Apart from that, the student's payment of soft skill is should be paid even the in the reality of new normal does not run well such as volleyball, martial art, journalism, music and other soft skill that usually will be the agenda for developing students' skills are being stopped now. Therefore, it is important to relocate the cost of soft skills to support the quota for students.

Environment Support

The environment always becomes the most important thing in education since the environment is the biggest part of students in daily activity. Meanwhile in the new normal many obstacles occur from the environment either from family, friends, or vehicles. Postgraduate student in UGM stated that:

Sometimes family is careless that learning needs focus because parents often order to do something or a crying kid. So location (home) for learning is not supported. Sometimes neighbors turn on music loudly, so it is very bothering when I unmute the audio (Interview on 24 March 2021).

The software can not focus on her study. This condition exactly is different from the former covid-19 era where learners can focus on the study because the class supports them to have good concentration. Class is designed to be comfortable without obstacles such as sound from vehicles, pets, or people.

Media

Learning by internet media needs a strong signal. Therefore, many obstacles in learning media that happen specifically about signals. Postgraduate students of UNY claimed that in online learning, signal loss happens often. It is similar to reading, if we lose one word, the reader will lose one variable and it means one meaning. Further presentation needs focus and concentration continuously. It means the stability of the internet is inseparably needed. The fact UNY is a big university which is the location in an education city in Indonesia namely Jogjakarta still has a problem with the stability of the signal. Unimaginable what happens in the university which is the location in a remote area.

Technologically backward

Before amid pandemic, Lecturers and students are not common with the technology used in the learning process. Therefore, when corona has come and pushed people to increase their ability to use technology in learning because new condition needs a new way for teaching and learning. Mataram University Lecturer said that many lecturers feel so hard to adapt to the new way of teaching. Even UI students claimed that:

“Either lecturer or student are confused how to use technology as media of learning, example: lecturer or student wants to share PowerPoint for presentation need a long time because they have to learn at the time. Therefore

University should give socialization for preparing online classes” (Interview on 20 March 2021).

It is highly needed to conduct socialization or training to implement technological tools integrated into the educational world so it will minimize the problems occurred during learning.

Conclusion

The Learning Media In University Amid Covid 19 Post new normal In Indonesia has shown several obstacles, included: Lack of Understanding, Efficiency, High Cost, Environment Support, Media, Technologically backward. Hopefully, for further research, it can be more focused on Islamic University to complete research in the past. Therefore, it will be perfect if there is research from private universities and state universities.

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