Challenges and perceptions towards teaching and learning media online

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Abstract : This article aims to discuss college students' challenges and perceptions in using teaching and learning media online in the pandemic era that is zoom meeting platform and Google Classroom in learning psycholinguistics. The sample was Arabic Language and Literature students who had taken psycholinguistics class. The data was a questionnaire that was delivered to the students. The researchers found that most of the students faced some challenges such as a bad signal, limited quota, limited memory, and sometimes their apps were being inactive. For the solutions, they have to go to different places to join the class, they need a free quota. From their point of view, using both applications can help them to understand the materials. Besides that, the lecturers can share their materials and assess their students' work on Google Classroom. Using Zoom Meeting and Google Classroom are effective in learning psycholinguistics.

Keywords : Covid-19, psycholinguistics, media online, challenges, perceptions.

INTRODUCTION

COVID-19 pandemic has created a situation that could have not been imagined by anyone. It is an infectious disease that is very fast spreading, both directly and indirectly, from one person to another. When responding to such new situations, we need to adjust our psychosocial attitudes. One way to break the chain of the spread of COVID-19 is to do restrictions on community interactions applied with the term physical distancing . During the COVID-19 pandemic, universities must also undergo dramatic changes in teaching and learning process. Students have to blend in with the circumstances with the use of technology, online learning is the best way to do teaching and learning process. Online learning is a new educational context that is to be adapted by school and parents. Online learning is offered as a part of many institutions' courses around the world. Considering that the use of digital tools in education has increased dramatically during this crisis, and will continue to do so, it is critical to understand the impact of distance learning (Ali et al, 2011; Basilia et al, 2020; Dhawan, 2020; Loeb, 2020 and Barzani & Jamil, 2021). The learning system is carried out through computer personal devices (PC), Laptop or cellphone which is connected with internet network connections (Hamid, Sentrio & Hasan, 2020). Teachers can do teaching and learning together at the same time using groups on social media such as WhatsApp, telegram, Cloud Zoom App Meetings or other media and also Google Classroom to manage their students' work and attendances. Thus, the teacher can make sure that the students follow the same learning at the same time, even though in different places. Many strategies have been used to improve students' skills. In Psychology class, the lecturer used Cloud Zoom App Meetings and Google Classroom to make sure that the students get and understand the material well. Psycholinguistics is one of the subjects in the Arabic Language and Literature program that has to be passed by the students. Psycholinguistics discuss the relationship between humans and their language. It discusses how humans acquire, use and understand the language. In learning psycholinguistics, both lecturer and students need to communicate directly but in this pandemic era, they have to find an alternative to solve this problem. That's why they can use media online in the teaching and learning process.

Online learning and media technology have been analyzed by researchers. Singh and Thurman (2019) said that online learning is defined as learning experiences in synchronous or asynchronous environments using different devices; mobile phones, laptops, etc. with internet access. In these environments, students can learn in

anywhere and interact with instructors and other students. According to Efriana (2021), the implementation of online learning during the Covid-19 pandemic, distance learning has various problems. Those problems are experienced by teachers, students, and parents. The problems faced by teachers include weak mastery of IT and limited access to supervision towards students. Hermanto and Srimulyani (2021) did research to obtain information about online learning from home during the Covid-19 pandemic at the junior, senior, vocational, and university levels in Indonesia. They found that there were several disadvantages of online learning, such as student discipline, lack of internet access, and lack of social interaction, common challenges for educational organizations and stakeholders.

The implementation of online learning requires mobile devices such as smartphones, tablets and laptops, with which information can be accessed at any time and place (Gikas & Grant, 2013). There are many applications that can be used in online learning, the most popular online learning media during the pandemic era were WhatsApp and Google Classroom (Zhafira et al., 2020). It found that 53% of respondents were familiar with various online learning media before online lectures began in Zhafira's research. Various media technologies can be used for students and lecturers that support simple and free online learning and can be accessible via smartphones. Online learning can be implemented well supported by the current technological developments enabled. The technology that has been adopted in education today has led to a variety of new learning models. Research on students' perceptions about online learning had been done by researchers that most of the students feel less satisfied with several aspects during online learning. They need to be supported by giving facilities provided by the campus such as the internet quota. Even though they have faced some difficulties in the teaching and learning process, they accepted this new learning system. They can not decline because of the situation in this era. They actually have found some problems such as difficulty in using applications and lack of the internet connection (Wijayanegtias & Claretta, 2021; Agung, Surtikanti & OP, 2020; Yanti, 2021). Based on the background, The researcher was interested in doing research and it was about the students' challenges in using teaching and learning media online; Cloud Zoom App Meetings and Google Classroom and also their perceptions on the use of media online.

METHOD

Qualitative descriptive research was used in this research, where the researcher wanted to describe and analyze the challenges of students in using online learning media; Zoom Meetings and Google Classroom. According to Gay (1987), descriptive research involves collecting data to answer questions, determine and report how things are going." Researchers wanted to describe the challenges of students in psycholinguistics class. The population of this research was Arabic Language and Literature students. To select the sample as the data source, the researcher used purposive sampling technique. According to Creswell (2012), purposive sampling means that in collecting samples, researchers have chosen based on the objectives and reasons.

In this research, the data source was questionnaire. For aids in this study were questionnaires that were delivered to Arabic language and literature Students. In this study, the researcher acts as a planner, data collector, analyst and ultimately reports the research results. The purpose of this data analysis is to describe, summarize, and represent the results so that the data can be understood, interpreted or associated with several decisions that the researcher wants to make. The questionnaires were distributed to the college students who have taken psycholinguistics class via Google Form application. The researcher used questionnaires to take the data by using Google Form. The students were given questionnaires about media online that are Zoom Meeting and Google Classroom. Students were asked about their challenges in using media online in the teaching and learning process. They were also asked about their perception of the media online in Psycholinguistics class. There were 52 students in 3 classes.

Table 1. The Distribution of Respondents

Class	Total Respondents
A	16
B	24
C	12

RESULTS AND DISCUSSIONS

Since distance learning was applied in the teaching and learning process, most of the students went back to their village, where most of them have a difficult signal. They are not supported by personal gadgets. It was found that they had to share their gadget with their entire family because some of them have financial difficulties. Gadget is one of the important things that students should have. Table 2 presented the gadget that they used in online learning.

Table 2. Students' Media Tools

Tools	Total
Cell Phone	40%
Laptop	25%

It can be seen from the table that most of the students did not have personal cell phones or personal laptops. Even though 40% of students have personal cell phones, more than a half had problems with it. They have to share with their family because most of the institutions applied online learning in this pandemic era. It was one of the big problems in online learning. Having personal gadgets, it will help to ease and to join online learning. Even they have a laptop but they can not use it all of the time because they have to share it with their family who take online learning too.

This below table presented the applications that were familiar to students in the online learning psycholinguistics. There were some applications that they used since online learning began. In Psycholinguistics class they used Zoom Meeting and Google Classroom to support the teaching and learning process. They were asked several questions via Google Form. The researcher asked about the challenges of both applications in the psycholinguistics class.

Table 3. Students' Challenges in Using Media Online

Questions	Answer "Yes"	Answer "No"
Do you use Zoom Meeting and Google Classroom?	100%	0%
Have you had difficulty in getting a stable internet access?	75%	25%
Do you have a quota problem?	65%	35%
Do you have problem with smartphone memori?	55%	45%

Table shows using media online are challenging by the students. They were familiar with Zoom Meeting and Google Classroom since online learning and had to learn how to use the application. Students have to prepare gadgets for online learning and have to find their own solution for their problem. Each of them has different problems but most of them have difficulties in getting stable internet access. Sometimes, they have to move to other places to get stable internet access. They have to stay in their family or friends' homes to join a class. They struggle to do online learning. In Psycholinguistics class, Zoom Meeting was used for most of the meetings and for the absence also the tasks submitted in the Google Classroom. In Psycholinguistics class, they needed to do direct communication, using zoom meeting is one way to do communication even in virtual. They had to prepare before the meeting. They had to find a stable internet access and prepare a quota. Students had to make a reading report on every topic in a week and submitted it into Google Classroom.

Most of the students want to do offline learning soon because students still have difficulties in doing online learning until now. Students need a better solution for the teaching and learning process. Students agreed that using applications helped them to do online learning but they faced another problem with it. It found that most of the students faced difficulties in using media online. Using Google Classroom helped them to save their work and can repeat the materials in every time because in some cases, students could not join the online class using Zoom Meeting. It caused the signal and their quota. Online learning can be successful if it is supported by the availability of stable internet access and also access devices with the latest technology.

CONCLUSIONS

Based on the data analysis, most of the students faced some challenges such as had difficulties in getting a stable internet access, limited quota, limited memory, and sometimes their apps were being inactive. For the solutions, they have to go to different places to join the class, they need a free quota. From their point of view, using both applications can help them to understand the materials. Besides that, the lecturers can share their materials and assess their students' work on Google Classroom. In Psycholinguistics class, they needed to do direct communication, using zoom meeting is one way to do communication even in virtual. They had to prepare before the meeting. They had to find a stable internet access and prepare a quota. Students had to make a reading report on every topic in a week and submitted it into Google Classroom. Using Zoom Meeting and Google Classroom are effective in learning psycholinguistics. Most of the students want to do offline learning soon because students still have difficulties in doing online learning until now. Students need a better solution

for the teaching and learning process. Students agreed that using applications helped them to do online learning but they faced another problem with it.

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