PARENTAL DIFFICULTIES DURING ONLINE LEARNING PROCESS

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ABSTRACT

This study aimed to investigate the problems that parents faced and how they dealt with them during the online learning process. The study used the qualitative research method. The study enlisted 10 people (parents) as the participants to describe the type of issues that arose during the online learning process. The data were then examined through data reduction, data display, and conclusion drawing. The findings revealed that parents faced a variety of issues that hampered the learning process; the issues were primarily caused by a lack of a good phone, internet data, and poor connection. The study suggests that in order to fix the problems, parents should contact the teachers and seek help from others.

KEYWORDS: *Parental Difficulties, Online Learning.*

INTRODUCTION

At a time when the world is becoming more globalized and technology is becoming more advanced, education is unquestionably one of the most influential things in students' lives. Learning is a highly significant topic for all students around the world, particularly in Indonesia, and it can occur in both school and university settings. Students have undoubtedly realized that learning activity is one of the methods that enable learners to acquire knowledge of whatever they are learning. On the other hand, it has the potential to improve the students' personalities. Learning is a process that someone goes through in order to entirely change their behavior as a result of their encounters with other people, as Aunurrahman (2013) said.

In terms of learning, students are today required to follow the teaching and learning process via an online system due to the introduction of Covid-19, a new form of deadly virus. As a result, all students in both schools and universities are forced to begin studying from home using media platforms such as Whatsapp and Zoom, which all require an internet connection. As a result, students will need supporting

tools, such as computers, smart phones, and internet connection to participate in an online class (Yusny, et al., 2021). However, various issues might arise during online learning, with students missing classes due to a variety of reasons. Furthermore, when their children study and complete assignments using an online system, parents from all over the world face a variety of obstacles.

Based on the above description, the author would want to conduct a study to gather any additional information related to the challenges that most students encounter when completing the work through online learning.

LITERATURE REVIEW
ONLINE LEARNING

Today, online learning, or learning via an internet signal, is a popular activity in the field of education, and it has presented teachers and students with new obstacles. It encourages all instructors, from elementary through senior high school, as well as university lecturers, to actively employ media as a learning tool. As a result, they must be able to master a variety of mediums, including as Zoom and WhatsApp, which the majority of people today use to communicate (Martunis, 2020).

The process of online learning, according to Kuntarto (2017), is a system that uses technology tools that require an internet network, such as virtual classes, video, online texts, email, conference phone, voice message, and online streaming video. Teachers must be as imaginative as possible in guiding the class from a distance in order for online learning to succeed. Based on the advanced globalization era, Alimuddin and Nadjib (2015) believed that employing internet signal will undoubtedly improve pupils' skills. Meanwhile, according to Permendikbud RI Number 109 (2013), teachers and students can use any media to deliver distance education; nevertheless, it must be connected to the internet network as part of an attempt to build the most infrastructure and facilities in the communication media.

Because of advancements in communication and technology, many students and teachers, as role participants in the field of education, now feel at ease during the online process. According to Dabbagh and Bannan-Ritland (2005), online learning refers to a broad and open system for assisting people in the field of education through the use of technology such as an internet connection to facilitate the learning process. According to Syarifudin (2017), e-learning is the activity of learning that takes place through electronic tools that require an internet connection, allowing students to search for whatever learning materials they require. E-Learning is a novel method in the field of education that has resulted in a positive shift in the learning

process. When E-Learning is used, students begin to study freely and choose topics wisely, eliminating the need for teachers to explain content in order to facilitate class discussion.

From the previous explanation, it can be concluded that online learning has become the most popular activity and a very useful approach for all students and teachers to run a successful class. Online learning also provides students with free time to study.

ONLINE LEARNING PROCESS

When several teachers are involved in the online learning process, there are a few ways that they must employ in order for the teaching and learning process to be successful. There are five approaches or tactics for online learning activity, according to Oktifa (2021), and each teacher must master all of them. The first is adequate class planning; in this section, teachers must create a detailed plan for learning implementation, as well as know how to measure learning outcomes and what type of material to utilize for online learning. Second, the teacher must be more creative in addressing problems that students have during online classes; teachers must come up with a variety of approaches to keep learning activities normal. The third step is to maintain communication. Every teacher must maintain open and cordial communication with all students to ensure that they do not feel isolated or neglected when learning online. Fourth, when using video for online learning, teachers should maintain eye contact and pay close attention to the camera to observe students' behaviors. Last but not least, teachers must comprehend and understand technology in order to facilitate the learning process on an online system.

As a result, before educating students, teachers and lecturers must be familiar with some form of online learning. Aside from that, educators are free to use any approach they see fit to make process learning more effective.

ADVANTAGES AND DISADVANTAGES OF ONLINE LEARNING

According to Hadisi and Muna (2015), the process of online learning brings some advantages or benefit for anyone especially students who join online class; they say the advantages appear from various different aspects. Hadisi and Muna (2015) go on to say that this type of schooling is definitely able to save money because there is no need to spend money on school supplies like whiteboards, media, and books. Furthermore, Pranoto and Amin (2009) explain that implementing online learning offers some benefits for students who participate in the activity. Students' capacity and knowledge to learn independently can be improved through online learning. It also encourages students to be active and productive members of the learning

community; online learning improves the material quality for teachers and allows them to train independently. It will improve teachers' and students' abilities to send or perform material using technology tools.

Hadisi and Muna (2015), on the other hand, believe that while online learning has numerous benefits, it also has many drawbacks that might negatively impact students. For starters, online learning reduces student and teacher interaction, causing them to become estranged from one another. Because teachers and kids do not interact face to face at school, communication is unusual. Second, delivering material is only one of many responsibilities. Most students are bored and overburdened during online learning because they have to do assignments every day. The third issue is that learning motivation does not improve, causing students to become unmotivated to study. There is no longer any desire to push pupils to study diligently, and teachers have no method to provide inspiration in the same way that they did in normal class. The fourth issue is that some places have limited internet connectivity, which makes the learning process difficult. Most students who live outside of the city are unable to connect to the internet network, resulting in their missing all classes.

Otherwise, according to Sari (2016), there are numerous drawbacks and flaws in conducting online learning activities. Sari believes that, online learning has created a barrier between teachers and students during the learning process, preventing them from having direct interactions as they would in a traditional classroom. The teachers are then instructed to study and master computer-based methods, strategies, and learning techniques. If not, the process of information sharing will be impeded.

From the previous description, it can be concluded that the online learning process has numerous advantages, including the ability to allow students to learn freely from a distance. Online learning, on the other hand, has significant drawbacks, and most students face difficulties during the learning process.

PROBLEMS DURING ONLINE LEARNING

When students take an online learning program, according to Basar (2021), they face a variety of obstacles and hurdles. As a result, most kids from elementary to senior high school appear to encounter the same situation in every setting. For many students, a poor internet signal is a major issue; yet, the process of online learning necessitates a strong internet connection because media such as Google Meet, Skype, and Zoom Meeting App are utilized to allow students to participate in online classes. Furthermore, many students who participate in online learning simply play with other

things because they are not directly seen by the teacher, and it is difficult for the teacher to see students' progress when they are studying. And, because not all students come from a wealthy family, the high cost of internet data is a significant barrier for students participating in online learning. To have a video meeting, you'll need a lot of internet data.

Siahaan (2021) mentions that 72% most parents were questioned about whether or not they should be stressed out because the student's teacher gave them a challenging project. In means that they do not grasp the material that teachers present every day during online learning, so they always consider the assignments in this online class to be more challenging. Furthermore, Siahaan (2021) added that 90% of her respondents said they tried to ask someone at home or opened Google if they did not understand the subject matter their child was studying. When they were unsuccessful, they tried to ask someone at home or opened Google.

In conclusion, when schools undertake online learning or study from home, most students experience numerous obstacles and difficulties, causing them to be unable to study as effectively as they could in a traditional classroom.

RESEARCH METHODS

This study employed a qualitative research design, aiming to investigate more about the problems faced by these parents during online learning process. The study took place in a village near Nagan Raya, Aceh Province, Indonesia. Participants of the study willingly took part, consisted of ten parents whose children were exposed to online learning for nearly two years.

RESULTS AND DISCUSSIONS

This section describes the data of the interview. About 10 participants were willing to offer their opinions based on what transpired during the online learning process, coded as P1-P10, respectively. The interview took around ten minutes for each participant. The following are the responses according to the question of the interview.

Question no 1. What do you think about this online learning implemented by the government?

According to the results of the interviews, P1 stated that online learning did not appear to be useful for children since they were unable to concentrate when teachers began any classes. P2 stated that the use of online learning was ineffective, as it did not assist students in the teaching and learning process, and it was especially

ineffective for kids in primary school. In addition, some other respondents also said that students did not gain sufficient understanding while studying online and that they should return to school because they would have complete learning equipment, and that many of them, particularly students, did not feel as excited or happy when they studied. Others mentioned that they had to spend considerable money only to get the necessary technology for online learning, such as a smart phone and an internet data.

Question no 2. What problems do you mostly face during online learning at the time of Covid-19 pandemic?

The problems, according to P1, developed when the children were compelled to stay home for a lengthy period of time, causing them to get bored and unwilling to return to school. P2 expressed concern about a lack of internet access. P3 believed one of the most difficult things was managing children who were receiving online learning for any course while also doing other things at the same time. Furthermore, the online learning activity obviously demanded people from low and middle-income families to buy gadgets, such as smart phones or adequate internet bandwidth, so most respondents perceived it as a difficult way for their children to receive the lesson. Some also added that they had a difficulty due to having a very low salary that was insufficient to cover the cost of online education because they had other daily necessities to attend to.

Question no 3. What factors cause the problem to you especially during online learning?

The majority of the respondents experienced various challenges caused by various variables, which made their children encounter barriers during the online learning process. For example, the children felt bored because they usually studied with their friends at school, but they could only connect with family members during online learning. Other factors also included unstable internet signal, lack of internet data, and the fact that the electricity sometimes went out for the entire day. Further, most of the respondents shared similar experiences stating that they lacked the necessary resources for online classes, and that some children found it difficult to comprehend each content or assignment that their teachers provided via online media.

Question no 4. What things did you do while facing problem during online learning process?

Most respondents said that they normally encouraged their children to be more excited and have a strong desire to study so that they did not receive poor grades later. Some respondents would approach or stay with their children in order to help them study online fluently. They believed that parents should also be aware of any

resources provided by teachers so that they could explain to their children any queries they might have during the online learning process.

Question no 5. How do you react when you cannot overcome problem and challenge by yourself?

Several respondents mentioned that they would allow her children to take a break if they became bored while learning online on their own. However, some expressed a different reaction, stating that they would get irritated because the children did not always want to be pressured to study, requiring them to be more patient. Other respondents stated that they were more concerned when their children refused to study because it would limit their knowledge.

Question no 6. In what way do you often overcome the problem when the children do not want to study at home?

According to the results of an interview with parents whose children dislike learning online, practically all parents persuaded their elementary school students to constantly learn using various methods and recommendations. For example, P1 said she and her husband agreed to reward their children with money so that they would be more motivated to learn at home. P2 also explained how she would buy anything that her children enjoyed and made them to learn online so that they did not become bored.

Question no 7. Do you have any problem with internet connection during online learning process?

Most participants described that slow internet signal might cause infinite problems for them, causing the online learning process to be ineffective. For example, P2 stated that her children missed the learning schedule too often since she was always preparing adequate internet data, so they did not receive any information from the teachers who assigned the work. Furthermore, P3 made a similar response, stating that she complained about the signal being unstable every day, which could bother children's studying concentration. Poor internet connection had become a major concern as well as a difficulty for them because they resided in a remote village.

Question no 8. Do you have enough facility for children to study at home?

P1 stated that she did not arrange facilities to help little children on internet learning since they only used it for playing games. Meanwhile, other participants who did not own smart phones would request that teachers provide them books so that their children did not miss any learning opportunities. Several other respondents mostly said the same thing: their phones could not hold many apps since the memory filled

up quickly, and some stated that they would only give their children the phone if their teachers sent them homework.

Question no 9. What is the biggest challenge do you face during online learning?

P1 and P2 stated that their children were always bored because they never met their school friends anymore, and the signal made it difficult for them to obtain assignment material at times. Further, some mentioned stated that the children chose to play games while the teachers continued to assign more homework and tasks to complete on time, and so it was difficult to make the children finish their homework and they rejected whatever told to them. Meanwhile, other challenges included lack of time to help children with their tasks at home and concern over their children lack of development due to not understanding what the teachers have explained.

Question no 10. What is your solution to solve this problem?

P1 mentioned that the government should give good facilities or collaborate with school teachers by providing students with more internet data so that they might always acquire information from school. P2 stated that governments provided assistance to students in order for them to continue their online learning. P3 explained that she would take her child to find a suitable location where they could continue to study as if they were in school, but only when the learning process was disrupted. Some other respondents stated that parents and teachers should not force their children to study online all the time. Aside from that, the school committee should provide literature for each student, and the headmaster should assign a teacher to conduct private lessons at each student's home. More respondents also stated that teachers should continue to communicate with students, create engaging learning resources, and assign tasks that would help students be more productive in online learning. P10 then added that it was preferable for teachers to conduct learning activities in groups of each student so that they did not become bored easily.

Findings on the interviews revealed that online learning during the Covid-19 pandemic appeared to bring a number of issues and obstacles to parents whose children attended school, such as elementary schools. Some parents routinely complained to the school administration, particularly the headmaster, as a result of the impact of these issues.

Furthermore, there are a number of common issues they encounter during the implementation of this online class. The first is that the internet signal in their area did not work as effectively or as well as it did in other areas, which frequently resulted in students missing classes and being unaware of when teachers sent information or

materials. The second issue is that these parents did not always have internet data since they lost many jobs as an impact of the Covid-19 pandemic, preventing them from providing internet data on a daily basis, and some of them did not have a smart phone. In addition, the majority of the elementary students constantly rejected online learning, meaning that they did not want to study because there were no other classmates with whom they could interact as they would in a traditional classroom setting. Hereafter, the most significant issue for parents is that they frequently observed their children use their time to play with something else, such as a phone, when learning activities were in progress. The fourth issue that they face is that their teachers constantly assigned too many tasks to their students, leaving them unsure of which one to complete first. Last but not least, because they lived outside of the city, the parents had limited familiarity of the online learning process.

Additionally, the study found that the parents in this study continually looked for a means to overcome any obstacles that developed throughout the online learning process so that their children could continue to study as if they were at school. They would also call the teachers to have books given to their children to complete the assignments whenever they discovered the internet connection worked properly or when they did not have internet data throughout the learning process. Another way the parents dealt with their children's boredom with school was to keep providing something fun for them to do. When teachers offered a significant amount of homework assignments, the parents accompanied their children to aid them in completing their tasks as fast as possible, and they might seek assistance from other children if they did not fully comprehend the materials provided by the teachers.

CONCLUSIONS

The study concludes that most parents were not very satisfied during the online learning process since they faced a number of issues. One significant issue was that they mostly had no smart phones. Meanwhile, for some parents who used smart phones, the most prevalent issues they faced were lack of internet data and poor internet connection. Nevertheless, the parents always encouraged their children to continue their online education, and they also solve their concerns in a variety of ways. They would also look for a decent internet connection in a different location so that the learning process could continue for their children.

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