

Student Communication Pattern in Learning Process Through Social Media in Covid 19 Pandemic

1st Yesiana Vianingrum
Duta Bangsa University of Surakarta
Solo, Indonesia
yeseulmin14@gmail.com

2nd Ratini Setyowati
Duta Bangsa University of Surakarta
Solo, Indonesia
ratini_setyo@udb.ac.id

Abstract—The current context under the threat of the pandemic as a result of COVID-19 is causing a series of transformations one of them is communication pattern. The government decide to close schools and campus therefore educational centers continue teaching activities from homes and use information and communication technologies. There is no direct interaction among students and students, students and teachers and other parts. The purpose of the study is to understand Student Communication Pattern in Learning Process through Social Media in Covid 19 Pandemic. This study is descriptive qualitative research, the method of the study is library research. The analyses and depictions in this study will be taken from books, journals, magazines, social media and articles that are related to the topic. The result of the study understands the student Communication Pattern in Learning Process Through Social Media in Covid 19 Pandemic.

Keywords—Communication Pattern, Covid-19, Social Media, Technology

I. INTRODUCTION

Covid-19 Pandemic causes many changes in this world, people in around the world change their habits positively and negatively. People are getting much healthier, more discipline, neater, cleaner and more protective, on the other hand people are getting more individual, ignorant, indifferent, intolerant, and even more impolite. Indonesia faces the problems as well. Indonesian government has launched emergency polices to handle and solve those problems. Can the policies affect the people positively? The question is complicated because it is global changes in life style from lower class to upper class. People face difficult situation.

Fahmi [1] says “sejak WHO mengumumkan kondisi darurat atas wabah covid-19, Indonesia juga mengikuti beberapa kebijakan dalam segala aspek kehidupan. Mulai dai pendidikan, kesehatan, kehidupan sosial,politik bahkan budaya baru dibentuk untuk mengantisipasi penyebarannya”.

The effects of Pandeic Covid 19 have been studied: Afiida, (2020) cited by Mirawati [2] explained that the Covid-19 outbreak has affected all sectors, including the education. Globally, nearly 300 million students have their education disrupted, and this threatens their future educational rights. Since March 2020, the Indonesian government has determined that almost all face-to-face activities, either learning, working, etc., must be completely transformed into online for an unspecified time due to the increasing danger and case of corona virus. Colleges and schools should conduct all of their activities online, from entrance tests, exams, to graduations. A number of boarding schools have also sent their students home to study online.

Zhang et al (2020) cited by Díaz, at al [3] The current context under the threat of the pandemic as a result of COVID-19 is causing a series of transformations in the different spheres of social, political, labor, and economic life. Different governments have launched emergency policy initiatives based on the suspension of classes and the closure of educational centers to continue teaching activities from homes telemetrically through the use of information and communication technologies to be able to stop the number of infections.

Prestiadi [4] stated that Pandemic Coronavirus disease occurring in Indonesia has a large impact on various sectors including education. The Indonesian government has issued a policy to change the learning system from a classical learning system to a distance learning system implemented online or through e-learning. The learning policy has been changed to an e-learning system so students can study at home to decide the spread of coronavirus disease (Covid-19) in Indonesia.

One of the largest impacts of the Covid 19 Pandemic is on education sector. The pandemic changes face-to-face learning system into online system. Nartiningrum and Nugroho [5] explained that the application of online classes was decided nationwide in Indonesia since the education policy makers decided to apply a rule to change the offline classes into online classes in mid-March, 2020. This decision was taken following the Covid-19 outbreak. This pandemic forced the education ministry to propose online classes for schools and universities.

The changes of offline class into online class is not an simple thing for Indonesian students because they had enjoy teaching learning process at school, having direct interaction, playing with friends, discussing homework together, joining extracurricular programs, joining organizations and competitions and there were more face-to-face activities. The pandemic causes teaching activities from homes telemetrically through the use of information and communication technologies. Prestiadi [4] stated that the implementation of e-learning has been established throughout all levels of education in Indonesia from elementary to tertiary levels. This learning policy through e-learning must be acceptable to all parties in order to decide on the spread of this virus. This change in distance learning system has a great impact on various education circles such as teachers, students and institutions that must continue to carry out distance learning despite the various limitations that exist.

The condition forces both teachers and students to adjust to using a variety of electronic media such as Google classroom, Zoom meeting, Google Meets, SEVIMAedlink, Moodle, Edmodo, Schoology, etc. It needs times and cost to

adapt the electronic media for the students and teachers as well.

Students cannot have a face-to-face learning at school, and must learn from home. At first, it looks easy. The teacher only has to provide daily lessons or assignments for the students, who are all at homes. However, the students gain many things. In addition to gaining benefits, such as anywhere-anytime learning, they also face obstacles. For examples, they have unsupported devices, bad internet networks, or limited credits (Zein, 2020) in Mirawati et al [2].

Besides the obstacles above, the online learning activities affect to the manner and communication pattern among teachers, students and parents. Communication is important aspect in these online learning activities. Therefore the purpose of this study is to know the communication pattern from students to teachers on Online Learning Activities in the Time of Pandemic.

A. Theoretical Framework

a. Online Learning

Because of the pandemic, Indonesian Government is implemented on the basis of the Circular Letter Number 4 of 2020 of the Ministry of Education and Culture of the Republic of Indonesia on Implementation of Education Policy. online learning is also called Electronic Learning or E Learning and distance learning.

Mirawati et al [2] the online learning system is a learning system without having a face-to-face meeting between teachers and students but is mediated by the internet network. Teachers must ensure the continuity of teaching and learning activities, even though their students are at home. They are required to innovate their learning media by utilizing online media.

The learning system is implemented through a personal computer (PC), either desktop or laptop, that is connected to an internet network. a teacher can learn together with his/her students at the same time via social media like WhatsApp (WA), Telegram, Instagram, Zoom and other learning media. Thus, the teacher can ensure the students to take part in learning at the same time, but in different places (Harnani, 2020) cited by Mirawati et al [2].

According to (Fahmi & Cipta, 2020) in Fahmi [1] electronic media in teaching learning process is called electronic learning (e-learning). E-learning is more flexible because the learning process is done through website and mobile.

Prestiadi [4] Learning through e-learning is very different from general learning that takes place in schools. Teachers and students do not face to face directly, but by utilizing a variety of electronic devices to establish communication in different places....The effectiveness of e-learning is always expected to be able to strengthen the relationship of educators and students so that it triggers changes in character or better character. The role of educators as facilitators should be able to build learning and communication in an effective internet network.

Alchamdani et al [6] stated that The goal of online learning is to maximize the provision of information lectures that can be accessed anytime and anywhere., The participation of students in lectures can be improved with online learning. The use of technology in learning is made to cope with completing tasks and making decisions. The goal

of online learning is to maximize the provision of information lectures that can be accessed anytime and anywhere.

Prestiadi [4] mentions some definition about E learning from some sources 1) E-learning is an important advance in the modern education system. Online learning through e-learning is a learning model used for distance learning. 2) This e-learning has an influence on the process of transformation of conventional education into digital form, both in content and system. E-learning is a type of teaching and learning that allows the delivery of teaching materials to students using Internet media, intranets or other computer network media. 3) E-learning can be concluded as a learning process that utilizes information technology in the form of computers equipped with telecommunications (internet) and multimedia (graphics, audio, video), as the main media in the delivery of material and interactions between teachers and students by using media in teaching can enhance student learning outcomes achieved.

b. Communication

Iksan et al, [7] explained some definitions of communication from some sources. 1) Communication can be defined as a process of exchanging information, from the person giving the information through verbal and non-verbal methods, to the person receiving the information Iksan et al, [7]. 2) Communication is defined as sharing and giving meaning occurring at the same time through symbolic interactions (Seiler & Beall, 2005). 3) Communication has been said to start when a message or information is transferred from the sender (the speaker, writer) to the receiver (listener, reader) through an instrument or channel, and followed by the receiver giving feedback (coding and interpreting the information; Sulaiman Masri, 1997).

Nur'ashiqin Najmuddin, (2010) in Iksan et al, [7] defined that the process of communication generally involves four elements, which are the speaker, the receiver, communication channel and feedback. A few researchers defined communication as verbal communication, and then a written communication, and also a non-verbal communication, listening and giving feedback.

Arini, Suratno and Yushardi [8] elaborated that communication is an aspect that plays a very important role in the science learning. Communication is one of the basic process skills that every student should have. These basic skills can be grown, trained, and even developed through learning activities in schools. Class communication includes face-to-face interaction and communication needed between participants involved in the class to ensure that learning takes place well. Students in motor movement must have awareness and coordination, so that skills will be realized. Student skills are needed to support the goals of learning itself. Students will take new actions in a conscious state. Such actions will benefit themselves and others, as students convey positive information to other friends.

Puryanti [9] said that communication, language and speech act is a chain that is mutually sustainable. Communication includes language and language includes speech acts. Communication is a means of exchanging information and 95 language is a communication tool used by the community to express ideas that have become common consensus.

Spencer-Oatey (2008) cited by Wahyuningsih [10] in communication which could be involving different members of cultures there should be a concern that communication is

not merely a state of transmission of information, but it is involving management of social relations as well. In social relation, the communication relations relate to the politeness theory. But he tends to use the term rapport management rather than politeness as it refers to social relations and appropriateness sense in social judgment.

Communication effectiveness is how a communication process can achieve results in accordance with goals or expectations (Woldy, 2015) cited by Mirawati et al [2].

Purwaningtyas [11] Writing skills are an important part of communication. Good writing skills allow us to communicate our message with clarity and ease to a far larger audience. Writing is a form of communication that allows students to put their feelings and ideas on paper, to organize their knowledge and beliefs into convincing arguments, and to convey meaning through well-constructed text. Spelling, vocabulary, grammar, and organization come together and grow together to help the student demonstrate more advanced writing skills.

Puryanti [9] speaking is an act of motor communication by articulating verbal expressions, while language is knowledge of the symbol system used for communication between individuals.

Moreover, Berge, (2013) in Mirawati et al [2] explained that there are some elements for effective communication: 1) Sender, The sender can be an individual, group or community who has a message and aims to convey it to the recipient; 2) Message, which basically contains information with a specific purpose for the benefit of both sender and recipient. Messages can be conveyed verbally or non-verbally through certain channels of modern communication media. 3) Channel, i.e. a tool or a way to convey a message from the sender to the recipient. The common channel is light or sound wave. It can also be a writing tool, book, radio, television, film, telephone, etc. 4) Message Recipient, is someone who receives a message and interprets it for a specific purpose. The recipients of the message determine its meaning and at the same time its feedback; 5) Feedback is the ability of a message recipient to respond to the sender of the message. It shows the level of understanding of the message recipient,

and will determine the feedback for the sender. It can be appropriate or deviated as desired. According to another opinion, the components of the communication process and action are: (1) message sender/information source (2) message, (3) interference, (4) message sender, or encoding process, (5) message receiver, or decoding process, (6) feedback, and influence.

II. METHOD

The current study is a library research, qualitatively highlighting issues related to the changes of face-to-face class into online class and its effects. Data were collected from books, journals, news, articles and other social media.

III. RESULT AND DISCUSSION

1. Result

Studying at school/campus is not only how to get and improve hard skills or knowledge but also how to improve soft skills like norm, manner and communicative skills. Students learn directly from the sources. On face-to-face activities or offline learning activities, there were closed relationship and communication between students and teacher. Student could learn how to treat other properly and they can communicate politely because they met face to face. There are some activities that can improve students' soft skills such as joining and participating on extracurricular, organization, competition. The Covid-19 pandemic raging around the globe has caused large-scale institutional and behavioral 'shock effects' in various areas of human activity including education. The transformations of learning system affects on many things one of them is on communication patterns. The E learning methods can improve hard skills students but I does not really support on the way students appreciate and communicate to the teachers or lecturers.

There are some samples about the degrade communication pattern between students and teachers or lecturers.

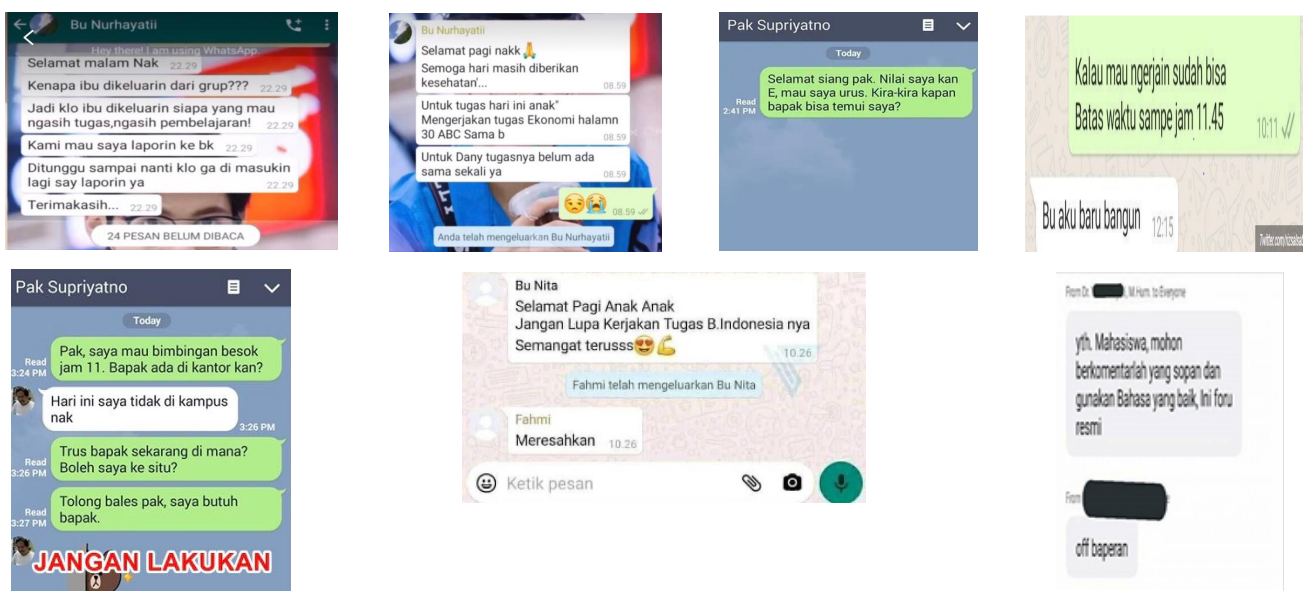


Figure 1: Samples of Communication Pattern between students and teachers/lecturers
Sources: Social Media [12]

2. Discussion

In this pandemic, In order to keep education running, educational institutions have had to quickly adapt to the situation. This has resulted in an unprecedented push to online learning. Renewal of policy learning from home online gives impact to the school, college, teacher/ lecturers and students.

Fahmi [1] stated that *The impact of the Corona Virus Disease 2019 (Covid-19)* pandemic requires educational institutions to implement Learning from Home (BDR) activities through the online distance learning method (PJJ daring) using e-learning. Educational institutions that have been using direct communication in learning have switched to learning using online media (mediated communication). Some communication media in e-learning can only run synchronous or asynchronous mode, some others can run in both modes.

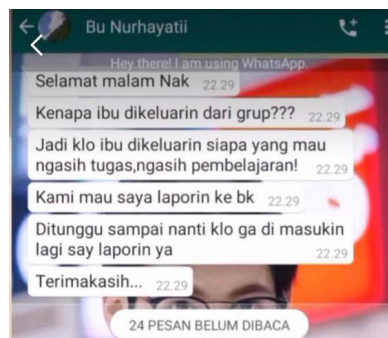
Actually the goal of online learning is to maximize the information from lectures/teachers that can be accessed anytime and anywhere. Learning from Home (BDR) or online class needs creativity from the lectures or teachers because it is not easy for students to join and listen to the teacher explanation. The chosen media in teaching learning process causes students' communication pattern to the teacher/lecturers change.

For the first time, it was nice and looked easy to implement E Learning or learning from home, but after few months the situation had been different. Both students and teachers are bored facing electronic devices every day. Learning face-to-face method is better Based on Alchamdani et al's research [6] the application of online learning methods in the pandemic Covid19 require students to adjust themselves with the methods of the new learning. The differences method of learning is perceived between online learning and face-to-face in the classroom. Amounted to 97.1% of the respondents consider learning face-to-face is better than online learning. Only 2.9% of respondents who think online learning is better than lecture face-to-face.

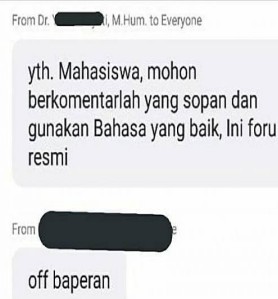
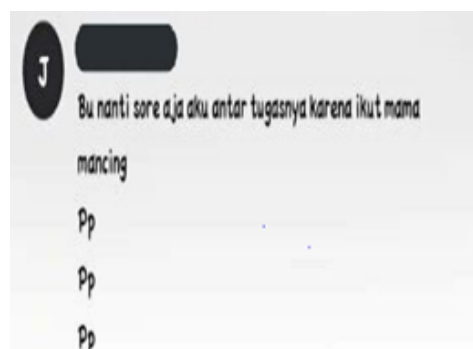
Prestyadi [4] learning through e-learning is very different from general learning that takes place in schools. Teachers and students do not face to face directly, but by utilizing a variety of electronic devices to establish communication in different places....The effectiveness of e-learning is always expected to be able to strengthen the relationship of educators and students so that it triggers changes in character or better character. The role of educators as facilitators should be able to build learning and communication in an effective internet network.

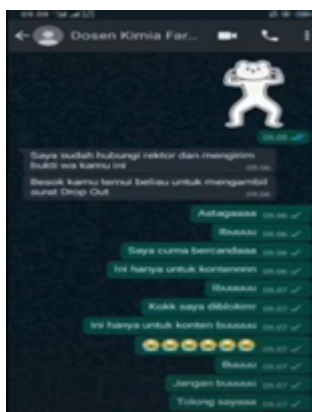
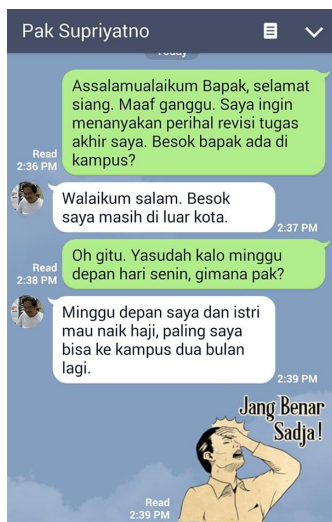
Because of the limitation of the facilities, some of classes are done using Whatapps group for communication about the condition of the students, the class, materials and assignments. Actually communication is a process of exchanging information, from the person giving the information through verbal and non-verbal methods, to the person receiving the information Iksan et al [7]. In this pandemic the definition of communication is just exchanges information. The communication is simpler even it is more impolite. Students send message directly and use simple and not academic writing.

Based on the data, students can directly remove the lecturers from Whatsapp group without any confirmation it is impolite non verbal communication.



Beside that students always miscalled teacher or lecturers without thinking much about times. Some of students even send message without any good content, they send funny sticker and they spam.





IV. CONCLUSION

Covid 19 Pandemic affects to some sectors one of the sector is on education. Learning method changes from face-to-face activities into non face-to-face activities or it is called E learning. One of the effect of E learning is communication pattern between students and teachers. Students became less polite, they use impolite verbal and non-verbal communication.

REFERENCES

- [1] Fahmi, Muhammad Hanif. 2020. Komunikasi Synchronous Dan Asynchronous Dalam E-Learning Pada Masa Pandemic COVID-19. *JURNAL NOMOSLECA* Volume 6 Nomor 2, Oktober 2020.
- [2] Mirawati, Ira. Mahameruaji, Jimi Narotama. Trulline, Putri. 2020. Indonesian Student's Perception of Online Learning Activities in the Time of Pandemic. *European Journal of Molecular & Clinical Medicine* ISSN 2515-8260 Volume 07, Issue 01, 2020
- [3] Luis Espino-Diaz, Gemma Fernandez-Caminero, Carmen-Maria Hernandez-Lloret, Hugo Gonzalez-Gonzalez and Jose-Luis Alvarez-Castillo. 2020. Analyzing the Impact of COVID-19 on Education Professionals. Toward a Paradigm Shift: ICT and Neuroeducation as a Binomial of Action. *Sustainability* 2020, 12, 5646; doi:10.3390/su12145646
- [4] Prestiadi, Dedi. 2020. Effectiveness of e-learning implementation as a distance learning strategy during coronavirus disease (covid-19) pandemic. *PROCEEDING INTERNATIONAL WEBINAR ON EDUCATION 2020*
- [5] Nartiningrum, Novrika dan Nugroho, Arif. 2020. Online Learning amidst Global Pandemic: EFL Students' Challenges, Suggestions, and Needed Materials. *ENGLISH FRANCA : Academic Journal of English Language and Education* Vol. 4, No. 2, 2020, IAIN Curup P-ISSN 2580-3670, E-ISSN 2580-3689 DOI: <http://dx.doi.org/10.29240/ef.v4i2.1494>, Page 115-140.
- [6] Alchamdani, Alchamdani. Fatmasari. Sari, Eka Rahmadani. Putri, Freddrika. Astina Astina. 2020. The Impact of Covid 19 Pandemic on Online Learning Process in The College at Southeast Sulawesi. *Jurnal Kesehatan. Lingkungan/10.20473/jkl.v12i1si.2020.129-136*. Vol. 12 No.1 Special Issue September 2020 (129-136)
- [7] Iksan, Zanaton Haji. Zakaria, Effendi. Meerah, Tamby Subahan Mohd. Osman, Kamisah. Lian, Denise Koh Choon. Mahmud, Siti Nur Diyana & Krish, Prmelia. 2012. Communication skills among university students. *Procedia - Social and Behavioral Sciences* 59 (2012) 71 – 76
- [8] Arini, M D. Suratno and Yushardi. 2018. Analysis pattern of student communication skills in science process in inquiry learning: study of case study learning in regional schools Jember coffee plantation. *IOP Conf. Series: Journal of Physics: Conf. Series* 1211 (2019) 012104 IOP Publishing doi:10.1088/1742-6596/1211/1/012104
- [9] Puryanti, Fifi. 2019. A Psycholinguistic Study: The Understanding of Directive Speech Acts of Five Year Old Children That Have a Speech Delay. *ICONESIA 2019 Conference Proceeding*.
- [10] Wahyuningsih, Indah. 2019. Indonesian Greetings to Malagasy and Indonesian: A Study Analysis Using Spencer-Oatey's Rapport Management Framework. *ICONESIA 2019 Conference Proceeding*.
- [11] Purwaningtyas, Isti. 2019. Promoting Students' Academic Literacy in the Use of Constructive Outline of Arguments' Mapping. *ICONESIA 2019 Conference Proceeding*.
- [12] <https://twitter.com/HaiMagazine/status/1072386822590906368?s=20>