

Students' Satisfaction With Online Learning During Covid 19 Pandemic At Ninth Grade Of MTS. TI Canduang

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Abstract: *The purpose of this research was to find out the level of students' satisfaction with online learning during COVID 19 pandemic at ninth grade of MT.s TI Canduang. The design of this research was descriptive quantitative research by using survey method. The instrument of this research was questionnaire to find out students' satisfaction with online learning during COVID 19 pandemic. In this research, the population was all of the ninth grade students of MT.s TI Canduang which consisted of 5 classes. The sample was 36 students taken by simple random sampling. The instrument was validated by three experts. The data were processed by identifying the responses, counting the percentages of each indicator and taking the conclusion. The results of the research showed that the mean score on reliability was 64,01% which was on the level satisfied. The mean score on the tangible was 62,34% which was on the level satisfied. The mean score on the responsiveness was 64,56% which was on the level satisfied. The mean score on the assurance was 65,69% which was on the level satisfied. The mean score on the empathy was 65,14% which was on the level satisfied. So, the average mean of students' satisfaction in online learning during COVID 19 pandemic was 64,35% which was on the level satisfied based on the interpretation table 61%-80%. So, it can be concluded that the student at ninth grade of MT.s TI Canduang felt satisfied with the online learning during COVID 19 pandemic.*

INTRODUCTION

Year 2020 becomes a hard year for people worldwide. This is because the world is on alert for a virus called COVID-19. The COVID-19 pandemic becomes the first and foremost health crisis in the world. Many countries have decided to close schools, colleges and universities. Many ways have been taken by the governments to prevent its spread. In conclusion, year 2020 becomes a hard year for people worldwide because of the COVID-19 pandemic.

To anticipate the transmission of the virus, Indonesia government has issued policies such as social distancing, physical distancing, and PSBB. The Ministry of Education and Culture

(Kemendikbud) issued a Circular Number 4 of 2020 concerning the implementation of education policies in the emergency period of the spread of corona virus disease that recommended carrying out the learning process from home through online learning. Through this regulation, the Ministry of Education and Culture provide instruction to colleges and to the schools to organize distance learning from home.

One of the alternative forms of learning that can be applied during the COVID-19 pandemic is online learning. Online learning is carried out by utilizing technology, especially the internet. Online learning is carried out using distance learning system where teaching and learning activities are not carried out face to face. According to Moore, Dickson-Deane, and Galyen (2011) online learning is learning that uses internet networks with accessibility, connectivity, flexibility, and ability to generate various types of learning interaction. In short, online learning is learning system used internet and not carried out face to face.

A research conducted by Zhang et al (2004) showed that use of the internet and multimedia technology is capable changing the way knowledge which conveyed and can be an alternative learning carried out in traditional classrooms. In implementing online learning, it must be supported by adequate facility and infrastructure at home. Firstly, the facility is very important for the smoothness of the teaching and learning process. Then, in the online learning the facility should be provided at home such as a laptop, a computer or a hand phone that will make it easier for the student to follow the online teaching and learning process. In addition, in online learning process, the student must have a good internet connection and adequate facility, so they can follow the teaching and learning smoothly.

Online learning can make the student bored during learning process. During online learning, the student also begins to miss the school, to miss their teacher, to miss their friends, and to miss all school activities. Thus, online learning affects the students' interest in learning and it can also affect students' learning outcomes.

This change will also have impact on their satisfaction with the online teaching and learning process. According to Kotler in general satisfaction is a person's feeling of pleasure or disappointment that comes from the comparison between impression of the performance or a product and expectation. A similar definition of satisfaction is also stated by Oliver, satisfaction is a person's feelings after comparing the perceived performance or results with expectations. So, the level of satisfaction is a function of the difference between perceived performance and expectations.

According to Popi Sopiadin in Ihsanah students' satisfaction is an attitude shown by the student, both positive and negative attitudes regarding the compatibility between their expectations of the teaching and learning process they receive. If what the student receives is expected, the student will feel satisfied, and if what the student receives is not appropriate, then the student will feel dissatisfied (Ihsanah, 2018).

Some problems can affect the students' satisfaction for example the student does not satisfied with the material provided by the teacher. Another problem that also has an impact on the students' satisfaction with online learning is the internet problem because not all the student has good internet network access. Thus, when they do not have good internet access, they get difficult to follow the online learning. In conclusion, there are many things that can be affect student' satisfaction with online learning.

Based on the preliminary research at MTs. TI Canduang by interviewing an English teacher (Ms. Novri Yanti) and some the students on October 2020 using WhatsApp, the researcher found some problems. First, the student was difficult to understand the material. This happened because

they did not get the point and they did not understand the material. The second problem learning process was not going well because during the learning process some of the students opened other applications like Instagram, Facebook, and Youtube. The last problem was the network issues. Some of the students had limitation of the devices and internet access to be able to participate in online learning.

Based on problems above, the purpose of this research was to find out the level of students' satisfaction with online learning during COVID 19 pandemic at ninth grade of MT.s TI Canduang

RESEARCH DESIGN

In designing this research, this research was used descriptive quantitative research by using the survey method. The researcher was collected the data about students' satisfaction with online learning during COVID-19 Pandemic at ninth grade of MTs. TI Canduang through questionnaires. The population of this research is all of the ninth grade students of MTs. TI Canduang Academic Year 2020/ 2021. The total population of this research was 145 students. In summary, the researcher took 25% of the population. The population was 145, so the researcher took 25% of the population. Thus, the sample of the research was 36 students. The simple random sampling was done by raffling. The names all of the ninth grade students are written on the paper, then the names will be taken randomly and the total of the sample was 36 students. In this research the researcher used questionnaire as instrument. The data of this research was collected by questionnaire. Questionnaire was the technique of the data collection by giving some question to the respondent. Questionnaire in this research is written in Indonesian in order to help the respondents to comprehend and answer the items easily. The questionnaire contain statements related to aspects of online learning and to know students' satisfaction with online learning. In collecting the data, the researcher used several steps, which were preparation and operating the data, then analysis of the data. The researcher analyzed the data related descriptive quantitative after gathering the data through collection method.

RESULTS AND DISCUSSION

Year 2020 becomes a hard year for people worldwide. This is because the world is on alert for a virus called COVID-19. The COVID-19 pandemic give many impact in several aspects, one of them is educational aspect. Many countries have decided to close schools, colleges and universities. Furthermore, one of the alternative forms of learning that can be applied during the COVID-19 pandemic is online learning.

Online learning is carried out by utilizing technology, especially the internet. Online learning is carried out using distance learning system where teaching and learning activities are not carried out face to face. According to Moore et al (2011) online learning is learning that uses internet networks with accessibility, connectivity, flexibility, and ability to generate various types of learning interaction. In short, online learning is learning system used internet and not carried out face to face.

In implementing online learning, it must be supported by adequate facility and infrastructure and other thing that can make the process of online learning run well. When the implementing online learning was not run well, it can affect students' satisfaction during online learning. Thus, the researcher tried to know what is students' satisfaction with online learning during COVID 19 pandemic at ninth grade of MT.s TI Canduang.

The researcher conducted a descriptive research to describe the phenomena in numerical data in order to get the detail information. Then, in instrument to collect the data was questionnaire

with using Likert scale to measure students' satisfaction. To find the result of research, the data were analyzed with using percentage and mean formula. The students' satisfaction with online learning during COVID 19 pandemic at ninth grade of MTs.TI Canduang was analyzed by using 5 indicators.

The indicator according to A. Pasuraman, there are five indicators in measuring students' satisfaction (Siti, 2020)

1) Reliability

The first indicator of students' satisfaction is reliability. Ambarwati (2009) says that reliability related to conveying learning material, accurate learning process, learning schedule and assessment. The reliability related the ability of teachers in provide teaching and learning process services quality following promised, consistent, and curriculum development in accordance with the needs and expectations of the student. Related with reliability the percentage of students' satisfaction towards reliability was 64,01%. In detail, the frequency of very satisfied was 10,4 %, the frequency of satisfied was 29,9 %, the frequency of quite satisfied was 34,7 %, the frequency of dissatisfied was 19,25 %, and the frequency of very dissatisfied was 5,6 %. The percentage fell on the range 61%-80% on of the interpretation table, and it was at *satisfied* level.

2) Tangible

The second indicator of students' satisfaction is tangible. Tangible is the physical aspects of the school needed to support the learning. According to Jonatan (2020) tangible includes internet access and connection in online learning and also the selection of various online learning platform. Meanwhile, according to Ambarwati tangible includes physical facilities, equipment, employees/school, and means of communication.

In this research, the percentage of students' satisfaction towards tangible was 62,34%. In detail, the frequency of very satisfied was 9%, the frequency of satisfied was 28,5%, the frequency of quite satisfied was 34%, the frequency of dissatisfied was 18,8%, and the frequency of very dissatisfied was 9,7%. The percentage fell on the range 61%-80% on of the interpretation table, and it was at *satisfied* level.

3) Responsiveness

Responsiveness is the third indicator of students' satisfaction. Responsiveness is the willingness of staff/school to help the student and provide responsive services. All aspects of this responsiveness can affect students' satisfaction during online learning. Based on the data, the total percentage of students' satisfaction towards responsiveness was 64,56%. In detail, the frequency of very satisfied was 11,1%, the frequency of satisfied was 29,9%, the frequency of quite satisfied was 36,8%, the frequency of dissatisfied was 15,3%, and the frequency of very dissatisfied was 6,9%. The percentage fell on the range 61%-80% on of the interpretation table, and it was at *satisfied* level.

4) Assurance

Assurance includes knowledge, competence, politeness, respect to the student and being trustworthy and free from danger and doubt. According to Jonatan, assurance related to mastering the material being taught, answering the student questions and being fair to the student.

Based on the data, the total percentage of students' satisfaction towards assurance was 65,69%. In detail, the frequency of very satisfied was 13,2%, the frequency of satisfied was 30,6%, the frequency of quite satisfied was 34%, the frequency of dissatisfied was 16%, and the frequency of very dissatisfied was 6,3%. The percentage fell on the range 61%-80% on of the interpretation table, and it was at *satisfied* level.

5) Empathy

Empathy is a sense of making relationships, communication well, personal attention and understanding the student need. Empathy aspect is stated in the student satisfaction scale item indicating that the relationship between student and staff, especially teaching staff (teacher) who provides services to the student is well established.

Based on the data, the percentage of students' satisfaction towards empathy was 65,14%. In detail, the frequency of very satisfied was 14,6%, the frequency of satisfied was 27,1%, the frequency of quite satisfied was 34%, the frequency of dissatisfied was 18,1%, and the frequency of very dissatisfied was 6,3%. The percentage fell on the range 61%-80% on of the interpretation table, and it was at *satisfied* level.

Based on the finding, the mean score of students' satisfaction in online learning which was analyzed on reliability, tangible, responsiveness, assurance and empathy was 64,35%. Based on the interpretation table according to I'natut Thoifah (2015) it fell into the range 61-80% was "*satisfied*" level. Therefore, it could be concluded that the student felt *satisfied* with online learning during COVID 19 pandemic at ninth grade of MT.s TI Canduang.

CONCLUSIONS

Based on the results of the research conducted by the researcher with the title students' satisfaction with online learning during COVID-19 pandemic at ninth grade of MTs.TI Canduang, the researcher arrived at conclusion that: students' satisfaction with online learning during COVID 19 pandemic at ninth grade of MTs.TI Canduang was on the level satisfied. It was because the total percentage was 64,35%. This percentage is on the criteria satisfied according to I'natut Thoifah. Therefore, based on the finding of the research, it can be concluded that the student at MT.s TI Canduang felt satisfied with the online learning during COVID 19 pandemic.

Based on the finding of the research about students' satisfaction with online learning during COVID 19 pandemic at ninth grade of MTs.TI Canduang, the researcher would like to give some suggestions as bellow:

1. For teacher

It was expected to the teacher to improve the quality of the teaching process, use and development of media and technology in online learning, so that the student feel comfortable and assisted in learning as a result to increase student satisfaction in learning and in other things.

2. For next researcher

It was expected to the next researcher to examine more sources or references related to student satisfaction and also to better prepare themselves in the data collection process and show the phenomena that are happening so that research can be carried out better. And also it is hoped to the next researchers who conduct this research to have variation of the research as assumes that this research is conducted in different place, so it will give different result.

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