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# Challenges of conducting distance learning during Covid-19 pandemic: the case of Google classroom and WhatsApp

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**Abstract**. Corona virus outbreak have shocked the world. All human activities have ground to a halt because of the covid 19 pandemic. Many sectors is going down. Schools closed, workplaces shut down, multiple religious services cancelled and places of worship are closed. A number of schools around the world closed, including Indonesia. Teaching learning process should be continued eventhough many schools shut down. Indonesian government, ministry of education and culture, decide to shut schools and keep students study at home in order to break the chain of spreading corona virus. They are partnering with *Television* of the Republic of Indonesia (TVRI) to deliver educational content during dedicated hours. In addition, many schools are implementing study from home (SFH). They try to connect the students and the teachers through online platforms. Under these unexpected conditions, the teachers have had to quickly adapt to mingle up in this circumstances to make sure that the learning goals achieved and the students engage in learning. This paper focuses on the social media based online learning platform, namely Google classroom and WhatsApp. The aim of this study is to find out the students perception towards the use of Google classroom and WhatsApp in learning English. The study was conducted in a descriptive research. The result of this study revealed that Clinical Nutrition department students at Politeknik Negeri Jember come to realize Google classroom as a social media based online learning platform that is easy to use, interesting and enjoyable than using WhatsApp for learning English.

## 1. Introduction

Corona virus outbreak have shocked the world. All human activities have ground to a halt because of the covid 19 pandemic. Many sectors is going down. Schools closed, workplaces shut down, multiple religious services cancelled and places of worship are closed. A number of schools around the world closed, including Indonesia. Teaching learning process should be continued even though many schools shut down. Indonesian government, ministry of education and culture, decide to shut schools and keep students study at home in order to break the chain of spreading corona virus. They are partnering with *Television* of the Republic of Indonesia (TVRI) to deliver educational content during dedicated hours. In addition, many schools are implementing study from home (SFH). They try to connect the students and the teachers through online platforms.

Under these unexpected conditions, the teachers have had to quickly adapt to mingle up in this circumstances to make sure that the learning goals achieved and the students engage in learning. Dealing with the students engagement in learning, the teacher should be innovative and creative not only in real-life classroom but also in virtual classroom. Student engagement in online learning is crucial. Furthermore, students only have fewer opportunities to be engaged with the institution [1]. Thus, it is very important, especially for the teacher to choose the appropriate online learning platform for students engagement in the virtual classroom. The online learning platforms that are used in Basic English course are google classroom and WhatsApp.

Google classroom is a free online learning platform developed by google for education. This application help teachers to communicate and manage their virtual classroom. Hemmungrote in [2] defined Google classroom as a free web-based platform that is an important and popular class management application in higher education. In addition, this online learning platform has many

advantageous, such as prepare virtual classroom, save time and paper, distribute tasks, and communicate regularly [2].

While, WhatsApp messenger or known as WhatsApp, is a free messaging application owned by facebook. This application is available for Android and other smartphones. Lenhart in [3] stated that WhatsApp is a free messenger application that runs on many platforms. Besides, this application is being widely used to send multimedia messages. Furthermore, Church and de Oliveira in [4] emphasize that many people used WhatsApp because of its function, for example to send real-time messages to everyone or groups at the same time, and affordable.

There are some previous studies relates with online learning platforms, Google classroom and WhatsApp. Gon and Rawekar conducted a study entitled Effectivity of E-Learning through Whatsapp as a Teaching Learning Tool [3]. This research studied about the effectivity of social media like WhatsApp in delivering knowledge and the learners' perception towards e-learning via WhatsApp. The study revealed that whatsApp application become an appropriate device for teaching learning process because the collaboration of some aspects like videos, pictures and voice notes, and the avaibaility of teacher and the flexibility of learning time. The next research by Fitrianingtyas et al who applied Google classroom application in learning history [2]. The results of the study found that *Google classroom is* able to create and make a joyful learning atmosphere because it is developed with some information (audio and video) that is based on pedagogical technology aspect.

The last by Astarilla who conducted the study entitled University Students' Perception towards the Use of Duolingo Application in Learning English [5]. It was aimed to investigate students' perception towards the use of Duolingo Application in learning English. The result of the study revealed that students had positive perception towards the use of Duolingo application in learning English. It is because duolingo application has many advantages to help students in learning english. Moreover, duolingo expand students' understanding in learning  four english skills and motivate them in learning english. Overall students felt pleasant and enjoyed learning english by using duolingo application.

The previous studies discussed on the implementation on virtual classroom use some online learning platforms like google classroom and WhatsApp. Besides,  it was discussed about the students perception towards the use of Duolingo Application. The research didn't talk about the review of online learning platforms like overview and features, and students perception who used those online learning platform. In this study, the researcher explores the overview and features, and students perception towards the use of those two online learning application. Hopefully, by the review of general description and features of online learning platform, and students' perception, the english teacher can solve the problem in choosing the suitable online learning platform in English Learning so that they are able to manage and guide their students through the day with engaging course. Furthermore, the students fell enjoy and eager towards their teacher as well as their sense of belonging of the lesson.

## 8.  Method

The writer used descriptive research method in order to describe online learning platform and clinical nutrition department student's perception towards the use of google classroom and whatsapp in learning English. The purpose of this study is to aid the teachers to overcome the dilemma in choosing the suitable online learning platform in English Learning, and to find out the students perception towards the use of the social media based online learning platform, namely Google classroom and WhatsApp in learning English.

 This study is conducted in anthropometry laboratory in clinical nutrition program, health department. Politeknik Negeri Jember. Subject of the study are the second semester students of Clinical Nutrition  program, Health Department, Politeknik Negeri jember. There are 125 students that consist of 4 group, group A are 32 students (30 female students and 1 male student), group B are 31 students (27 female students and 4male students), group C are 31 students (30 female students and 1 male student), and group D are 31 students (30 female students and 1 male student). Meanwhile the study was conducted, the students were taking Basic English course under Diploma IV of clinical nutrition Program in Health Department in Politeknik Negeri Jember. It is chosen with the consideration that first, in the second semester, Basic English belongs to general basic

course, it is taught to students of non-english program and focuses on teaching fundamental english theory and skill. Second, the writer is an lecturer in English Program in Language, Communication, and Tourism Department who taught them. Then for the instruments of data collection , the writer use observation and questionnaire sheet. The writer use Likert scale in questionnaire . The writer used ten statements in questionnaire. The writer is helped by the style of questions from Likert scale in order to collect data easily and help to calculate affective variables [5]. See Table1 for the example of Likert scale.

Table 1. A sample 5-point Likert scale for items strongly disagree, disagree, undecided, agree, strongly agree

| 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|
| strongly disagree | disagree | undecided | agree | strongly agree |

While the data taken from questionnaire were compiled already, they were then presented in the form of table. After that, they were analyzed and compared with the existed theories. As the final part, the writer stated the conclusion and suggestion to summarize the result of the research.

## 9. Result and Discussion

There are two points that are presented in this section including the the review of general description and features of online learning platform, Google classroom and whatsapp, and the students' perception towards the use of online learning platforms

Table 2. The review of general description and features

The writer used ten questions in questionnaire to know students perception on online learning platforms. The detailed result from the questionnaire showed in the explanation below.

Table 3. Google classroom/WhatsApp application provides for a paperless classroom

| Online Learning Platforms | 1 strongly disagree | 2 disagree | 3 undecided | 4 agree | 5 strongly agree |
|---|---|---|---|---|---|
| Google classroom | 0 | 1.4 | 22.8 | 65.6 | 10.2 |
| WhatsApp | 0 | 2.6 | 25.6 | 62.5 | 9.3 |

Table 3 shows that the clinical nutrition department students have various answers. Students agree and strongly agree that using Google classroom application 75.8 % and whatsapp 71.8 % provides for a paperless classroom than learning Basic English course conventionally. Then 1.4 % & 2.6 % students think even though using Google classroom/whatsapp still use some paper to do the assignment. However, most of the students believe that Google classroom/whatsapp provides

| Logo | Name | Features | platform | price |
|---|---|---|---|---|
| | Google classroom | Google drive, Google docs, sheets, slides, and Gmail | iOS and Android devices | free |
| | WhatsApp | Send message, voice calls, send documents, | iOS and Android devices | free |

for a paperless classroom.

Table 4. Google classroom/whatsApp application encourages students to speak in English

| Online Learning Platforms | 1 strongly disagree | 2 disagree | 3 undecided | 4 agree | 5 strongly agree |
|---|---|---|---|---|---|
| Google classroom | 0 | 0.5 | 13.5 | 50 | 36 |
| WhatsApp | 0 | 1.4 | 17.4 | 68.8 | 12.4 |

Table 4 shows that majority of the clinical nutrition department students agree and strongly agree that Whatsapp application motivate and encourage them to speak in English. In other words, the students think whatsapp make them brave to speak in English by using voice message. Besides, 1.4 % students think even though they use whatsapp, it could not help them to be brave to speak in English and rest of them are do not know whether whatsapp/Google classroom is very useful for them in learning Basic English or not.

Table 5. Google classroom/WhatsApp application makes learning basic english easier and enjoyable

| Online Learning Platforms | 1 strongly disagree | 2 disagree | 3 undecided | 4 agree | 5 strongly agree |
|---|---|---|---|---|---|
| Google classroom | 0 | 3.4 | 1.9 | 62.5 | 32.2 |
| WhatsApp | 0 | 5.4 | 4.1 | 53.1 | 37.4 |

Table 5 describes that 94.7 % the clinical nutrition department students agree and strongly agree that Google classroom application makes them easier in learning Basic English course. It means that, the students think Google classroom help them to learn Basic English easily. Then, 3.4 % students think although they use Google classroom application, they still find some difficulties in learning Basic English course.

Table 6. Google classroom/whatsapp application provides some completed features for the students

| Online Learning Platforms | 1 strongly disagree | 2 disagree | 3 undecided | 4 agree | 5 strongly agree |
|---|---|---|---|---|---|
| Google classroom | 0 | 2.5 | 25.6 | 62.5 | 9.4 |
| WhatsApp | 0 | 2.7 | 15.5 | 45.3 | 36.5 |

Table 6 describes that 62.5% the students agree that Google classroom application provides some completed features for the students in learning Basic English. Moreover, 9.4% students strongly agree that Google classroom provides completed features to learn Basic English. It means that most of the students believe that Google classroom has completed features. Then, 2.5 % students are disagree.

Table 7. **Google Classroom/whatsapp is easy to use**

| Online Learning Platforms | 1 strongly disagree | 2 disagree | 3 undecided | 4 agree | 5 strongly agree |
|---|---|---|---|---|---|
| Google classroom | 0 | 2.5 | 11.5 | 50 | 36 |
| WhatsApp | 0 | 3.6 | 1.9 | 62.3 | 32.2 |

Table 7 shows that 94.5 % students agree and strongly agree that Whatsapp application is easy to use in learning Basic English course. It means that, the students think whatsapp application is easy to use and everyone knows and ever use this application. Then, 3.6 % students think they still find difficulties in using the applications.

Table 8. Google classroom/whatsapp application helps the students to understand about the lesson

| Online Learning | 1 strongly | 2 disagree | 3 undecided | 4 agree | 5 strongly |
|---|---|---|---|---|---|

| Platforms | disagree | | | | agree |
|---|---|---|---|---|---|
| Google classroom | 0 | 1.5 | 10.2 | 62.8 | 25.5 |
| WhatsApp | 0 | 2.6 | 11.4 | 50 | 36 |

Table 8 shows that 88.3 % of the clinical nutrition department students agree and strongly agree that using Google classroom application help them to the students to understand about the lesson. Then 1.5 % students think even though they use Google classroom, it could not help them to understand the lesson. However, most of the students of clinical nutrition department students believe that google classroom help them to get more understanding in basic English course.

Table 9. Google classroom/whatsapp application provides the students an opportunity to practice english skills

| Online Learning Platforms | 1 strongly disagree | 2 disagree | 3 undecided | 4 agree | 5 strongly agree |
|---|---|---|---|---|---|
| Google classroom | 0 | 3.0 | 27.8 | 65.6 | 3.6 |
| WhatsApp | 0 | 1.7 | 25.3 | 62.8 | 10.2 |

Table 9 shows that majority of the clinical nutrition department students agree and strongly agree that Google classroom application provides them an opportunity to practice English skills. In other words, the students think Google classroom has features that help them to practice their English skills. Besides, 3.0 % students think even though they use Google classroom, it could not help them to practice their English skills and rest of them are do not know whether Google classroom is very useful for them in English skills.

Table 10. Google classroom/whatsapp application **helps the students to communicate more effectively and efficiently**

| Online Learning Platforms | 1 strongly disagree | 2 disagree | 3 undecided | 4 agree | 5 strongly agree |
|---|---|---|---|---|---|
| Google classroom | 0 | 2.5 | 25.6 | 62.5 | 9.4 |
| WhatsApp | 0 | 5.2 | 4.2 | 53.1 | 37.5 |

Table 10 describes that 71.9 % the clinical nutrition department students agree and strongly agree that Google classroom application helps them to communicate english more effectively and efficiently. It means that, the students think Google classroom help them to learn how to communicate english appropriately. Then, 2.5 % students are disagree and 25.6 % are undecided.

Table 11. Google classroom/whatsapp **is more cost-effective** application

| Online Learning Platforms | 1 strongly disagree | 2 disagree | 3 undecided | 4 agree | 5 strongly agree |
|---|---|---|---|---|---|
| Google classroom | 0 | 0.5 | 13.5 | 50 | 36 |
| WhatsApp | 0 | 1.4 | 17.2 | 68.8 | 12.6 |

Table 11 describes that 68.8 % the students agree that whatsapp application is very affordable application because it needs less of data. Moreover, 12.6 % students strongly agree that whatsapp is very low-cost application so everyone use it. It means that most of the students believe that whatsapp is a kind of application that can be used for learning by less of internet pack. Then, 1.4 %

Table 12. Google classroom/whatsApp application is easy to access everytime and everywhere

| Online Learning Platforms | 1 strongly disagree | 2 disagree | 3 undecided | 4 agree | 5 strongly agree |
|---|---|---|---|---|---|
| Google classroom | 0 | 2.5 | 15.5 | 45.5 | 36.5 |
| WhatsApp | 0 | 5.3 | 4.1 | 53.1 | 37.5 |

Table 12 shows that 90.6 % students agree and strongly agree that whatsapp application is easy to access everytime and everywhere. It means that, the students think whatsapp is an application that can be used and installed whether on ios or android. Then, 5.3 % students think they still find difficulties in using or access Whatsapp application.

This study finally reveal the perception of clinical nutrition department students on learning Basic English course by using Google classrom and whatsapp application. Most of the student of clinical nutrition department showing more positive perception rather than negative perception. Hence, online learning platforms, Google classroom and whatsapp is an online free application that can give positive atmosphere and encourage students especially clinical department students from Politeknik Negeri Jember to learn english and improve their skill in learning Basic English course. The detail perceptions results (agree and strongly agree) as follows:

1. Google classroom/WhatsApp application provides for a paperless classroom (75.8%, 71.8%)
2. Google classroom/whatsapp application encourages me to speak in English (86%, 81.2%)
3. Google classroom/WhatsApp application makes learning basic english easier and enjoyable (94.7%, 90,5%)
4. Google classroom/whatsapp application provides some completed features for the students (71,9%, 81,8%)
5. **Google Classroom/whatsapp is easy to use** (86%, 94,5%)
6. Google classroom/whatsapp application helps the students to understand about the lesson (88.3%, 86%)
7. Google classroom/whatsapp application provides the students an opportunity to practice english skills (69,2%, 73%)
8. Google classroom/whatsapp application **helps the students to communicate more effectively and efficiently** (71.9%, 90.6%)
9. Google classroom/whatsapp **is more cost-effective** application (86%, 81.4%)
10. Google classroom/whatsapp application is easy to access everytime and everywhere (82%, 90.6%)

**10. Conclusions**

The conclusion in this study is the clinical nutrition department students have positive perception about the use of online learning platforms in learning Basic English. Those online learning platforms have many advantageous to help the students of Clinical nutrition department to master English. Hence, this online learning platforms completed by significant features so it can make the students fell enjoy and passionate in learning Basic English course.

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