

# The Effect of Online Tutoring Applications on Student Learning Outcomes during the COVID-19 Pandemic

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## Abstract

The number of schools and campuses closed due to the COVID-19 outbreak to reduce the spread has led to learning to be carried out from home online using the internet media. Along with this, the use of online learning applications itself has also increased. This study aims to see the impact on Scholar education in the course of this pandemic. From the research, it is hoped that the benefits of online learning applications widely available in smartphone applications will be known, and the adverse effects may also arise. The tool is a qualitative technique in this review the analysis of literature. Results have shown that learning online by remote means applies social distancing to avoid the Covid-19 epidemic spread chains, and students' online tutoring services are highly sought after because it makes students understand. Whether it's learning that students or students want to improve and add to their knowledge and insights has not been understood.

**Keywords:** *Application, Online Tutoring, Covid-19, Online Learning.*

## INTRODUCTION

The progress of a nation can be seen from the quality of education and human resources. Education is fundamental in forming human resources (Snell et al., 2015; Cardon & Stevens, 2004; Bierema & Eraut, 2004). Education is therefore essential to growth. Education. Progress in technology and science in Indonesia today plays a role in education and needs a creative, imaginative, and successful generation. One is to optimize the use of technology as an instructional assistant and is required to deliver an output that can help keep pace and change times (Scaife & Wellington, 1993; Bates & Bates, 2005).

Initially, the dissemination of COVID-19 had a significant effect on the economic and social landscape, but now the world of education also impacts (Marnoni et al., 2020; Dwiyeidi, 2020). The Covid-19 pandemic has affected both pre-primary, secondary and high school and tertiary education services. According to the ABC News story of March 7, 2020, the virus has caused closures in schools and colleges in more than hundreds of countries. UNESCO reports that the closing of educational facilities due to a Covid-19 pandemic has impacted almost 900 million students (Nicola et al., 2020; Mahmut, 2020).

The closure of pre-school education institutions, primary education to tertiary levels due to the Covid-19 pandemic significantly influences the learning process and educational curriculum (Rahmawati & Putri, 2020; Ramdani et al., 2020). In Indonesia, national examinations at the primary and secondary levels were abolished. The research process of several researchers, including final-year students, has undergone many changes. Student exchange activities and study visits have been temporarily suspended. In the pandemic condition in Covid-19, the Indonesian government has implemented physical distancing for citizens. Physical distancing that must be applied causes students' learning to change the method by learning from home or learning from home (Putri et al., 2020; Handarini & Wulandari, 2020). The government's decision to shut down all educational activities has forced the government and associated agencies to offer educational solutions and technologies for students who cannot conduct the process directly at academic institutions (Herliandry et al., 2020; Kurniasari et al., 2020). Students in this situation must spend time at home researching, debating, taking jobs, and examining the Internet online.

The learning innovation impact of Covid-19 opens a new paradigm for educational institutions that no longer describes the face-to-face learning process that must take place in the classroom (Alonso et al., 2020; Mahaye, 2020). There is an essential role of online information technology systems in education that must be prepared to learn from the home

method. One alternative is to use online learning applications as a learning medium. Using online learning applications as a learning medium can be an alternative and a solution to make students more active in the learning process. The more engaged students will affect learning outcomes. Learning outcomes are also closely related to students' scientific literacy (Neure & de Miguel, 2020; Alawamleh et al., 2020).

In a new report, Pujilestari (2020), the critical challenge is the country's education framework's consistency while revising and developing the education system. Society demands and priorities shift very fast, and higher education quality needs to be sustained at the required standard. The Internet has increased many times for educational purposes; video lectures and downloadable e-books are an emerging trend among students. New doors have been opened for learning with high-speed internet connectivity and its affordability for emerging smartphones. This smartphone's growing success among young people will revolutionize their learning way (Putra, 2017; Fitriansyah, 2016).

In general, learning applications are widely used by the community, especially students. The use of online learning applications itself is currently widespread globally and is not left behind with Indonesia. There are many popular online learning applications in Indonesia, such as Ruangguru, Quipper, Edmodo, Google Classroom, etc. Of course, of the many applications, most students will choose to use applications that tend to be free (free) or use those that are relatively easy and practical. However, many student guardians are willing to pay more to access the online education application features, such that their children can learn more effectively and receive comprehensive resources and tutorials (Ghofur & Wahjoedi, 2018; Ekayati, 2018).

This online learning application can significantly impact human life and provide a lot of convenience in its use (Muyaroah & Fajartia, 2017; Ramdani et al., 2020). The creation of Android-based media is anticipated to improve student literacy. Learning using learning media allows students to focus on content. Learning media contains complete media elements that include animated audio, video, text, and graphics that allow users to interactively through the available features (Batubara, 2018). Cole & Todd (2003) stated that interactive media could provide a positive response and increase students' interest in learning which is shown in the very high results of learning evaluation and excellent learning activities; this is also supported by research from Kamlaskar (2007), which states that respondents with a percentage of 80% noted that interactive multimedia was exciting and fun.

The study's issue is how smartphone media affect student learning during the Covid-19 pandemic era, how the advantages of the Covid-19 pandemic student education web application is. The thesis's goal was to investigate the impact of applying online learning for students in the Covid-19 pandemic period and students' advantages and constraints when learning from online learning media.

## METHOD

The study in collecting knowledge and data uses various tools and materials in the bookstore, specifically books, papers, newspapers, magazines, oral histories, news, and related sources, using a comprehensive library research approach (Zed, 2004). Qualitative study is a kind of research whose results are found not by statistical or other measurement methods and seeks to explain and analyze, according to the researcher himself, the nature of human conduct activity in some circumstances (Yusuf, 2016). Descriptive research is quality testing. And the analysis tends to be used. In qualitative analysis, the process and significance (subject perspective) are highlighted further. The theoretical basis is used as a reference to ensure that the study focuses on the field details (Creswell, 2016). Sugiyono (2008) states that sources, theoretical studies, scientific literature, and other resources related to beliefs, culture, and standards established in the social context being studied are. Besides, these references were published in the report. The purpose of this research is to learn online in each house.

## RESULT AND DISCUSSION

### Effectiveness of Online Learning.

After long as the outbreak of Covid-19 reached Indonesia, the government provided several regulations to deter the outbreak's dissemination. The presence of social distance is one of the aspects that is welcomed. Social distancing is an attempt to keep distance from crowds and physical touch, for instance. In the field of schooling, the presence of social space is quite essential. Starting in March 2020, training at schools was closed. Lessons are still being learned from every house until May 2020. Online Studying is one way to address this challenge. Online learning consists of learning from the Internet from a distance. Online learning calls for tablets, servers, smartphones, and web support for facilities and resources. Alwi (2017) argued that "teachers must be capable of developing and exercising their teaching career by adapting student demands and time-consuming resources." In 2018, Indonesia's mobile phone population was 62.41 percent and its computers 20.05 percent (BPS, 2019). Studies suggest that while students have no laptop, almost all are now equipped with mobile phones. These results are significant.

Learning efficacy is an indicator of a student-to-teacher engagement process in school contexts to meet learning goals. Student practices, student reactions to Instruction, and student comprehension of topics show the effectiveness of learning. A collaborative partnership between students and teachers is required to achieve an appropriate and practical philosophy of education, to achieve a shared purpose, in addition to adapting it to the atmosphere in the classroom, to the facilities, and to the technology as well as the learning media necessary to contribute to any aspect of growth. Acts of the student (Muspriroh, 2016).

John Carroll is famous in the field of psychological education and in his book entitled "A Model of School Learning," states that Instructional Effectiveness depends on five factors: 1) Attitude; 2) Ability to Understand Instruction; 3) Perseverance; 4) Opportunity; 5) Quality of Instruction. Knowing some of these indicators shows that learning can run effectively if there is an attitude and willingness in the child to learn, the child's readiness and the teacher in learning activities, and the quality of the material presented. If the five indicators are not available, the children's teaching and learning activities will not run well. Children need practical learning activities to help develop children's thinking without neglecting their level of understanding according to their developmental age. The efficacy of learning is an indicator of the progress of the engagement process in educational settings in achieving learning goals and judging from the activities during knowledge, response, and understanding of concepts.

Although there is almost no readiness to study online, researchers conducted interviews with research subjects related to their experiences about online effectiveness in learning. The result was that several respondents stated that face-to-face learning was felt to be more effective. They think that the application of online knowledge that they get is only focused on giving assignments, the ratio of giving material is minimal. Besides, access to questions is also not as extensive as during face to face learning, both asking questions of teachers and friends (Wulandari et al., 2020)

Some schools admit that online learning is not as effective as conventional learning activities because some materials must be explained wholly and directly. Besides, the material presented online may not be understood by all students. Based on the experience of teaching online, this system is only effective for giving assignments, and the possible results of doing these assignments are shown when students will enter so that it is likely to accumulate. The material presented may not necessarily be understood by all students, there are limitations for question and answer, not all students have cellphones, and the curriculum targets are not achieved properly. Observing some of these teachers' experiences, the teacher must also be ready to use technology following the times. Teachers must be able to create learning models and strategies following students' character in their schools. The use of several applications in online learning is beneficial for teachers in this learning process. Teachers must be accustomed to teaching by utilizing complex online media packaged effectively, easily accessible, and understood by students.

Even if it is called inefficient, this online learning is the only approach that decreases the distribution of Covid-19. Covid-19 is a rapidly spreading epidemic in which the virus primarily attacks the human respiratory system (Rothan & Byrareddy, 2020).

Infectious diseases may be kept under control by limiting contact between sick and contagious people (Caley et al., 2008). Identified as social differentiation is to keep distance from physical touch, which can spread disease.

### Benefits of Online Learning

Implementing online learning during a pandemic will undoubtedly provide benefits and impacts that can help the learning process. The following describes the positive effects of implementing online learning during the pandemic, both from the teacher's perspective and from learners, as well as related literature studies.

1. Avoid the coronavirus

The main benefit of learning online during a pandemic is avoiding the coronavirus. Online learning is implemented as a substitute for face-to-face learning to prevent physical contact between learner and teacher. Health is a valuable treasure, and knowledge is the key to success. Online learning is the safest way out during a pandemic to stay healthy while actively gaining knowledge.

2. Flexible time and place.

Each student has different features, needs, and desires. Online learning gives teachers and students the ability to select their time and location. This can be adapted to teachers' and students' wishes. Umami & Mulyaningsih both said that unbounded time and place of learning allowed the students the freedom to choose the best time and place for their knowledge based on their interests (Umami & Mulyaningsih, 2017). Staying busy when working from home allows teachers the opportunities to assess student tasks. In reviewing lessons and evaluating learner behaviors, the time usually spent planning for working and commuting to work should be included. Assessment of learning tasks is undertaken to increase learning efficiency and achieve optimum outcomes to fulfill the original goals.

3. Cost efficiency

In face-to-face learning on campus, both students and teachers will pay costs which include travel costs from home to campus, food costs, cosmetic costs, and housing costs for those who live overseas and own a home that is far from campus. The application of online learning, of course, reduces these costs.

4. Variative, active, creative, and independent learning.

Whether we realize it or not, the implementation of online learning makes teachers more active in creating and delivering more varied learning content, hoping that education will not be monotonous. During this pandemic, the limitations of movement make learners and teachers independent in completing their tasks and play an active and creative role. The learning material obtained from the individual study results will be longer and more deeply recorded in the memory than the material obtained from just listening to the teacher's explanation.

5. Get more information.

Face-to-face learning has a predetermined time duration so that the amount of material presented will, of course, follow that time. Unlike the case with online education, which has more time, so the material provided by the teacher tends to be more complex. When students look for information from other references, they will get additional information about the material.

6. Operate technology better.

The implementation of online learning cannot be separated from the use of technology. In other words, online learning cannot work without the role of technology. Of course, for those who do not understand technology, this is an opportunity to increase knowledge about technology because we immediately practice using technology. It can be because we are used to it, an adage that can be analogous to technology in online learning. The more often you use technology, the more proficient the wearer's ability will be.

7. The relationship with the family becomes closer.

The Covid-19 pandemic requires us to stay at home and limit our activities outside the home. The majority of the time, we spend 24 hours a day is at home with our family. Of course, this will make the family relationship even closer because they spend more time together.

8. Appreciate the time more.

For some people, the implementation of learning at home is busier than before. The positive side that is given is that we are more able to appreciate the time. Time management is also honed in the implementation of this online learning.

9. The material can be reread.

The advantage of online learning is that the material we convey is very well stored in the network, which can be opened and studied. This is undoubtedly a positive thing for learners, especially those who need more time to understand the material than others. Learners can also choose which material they want to focus more on to learn and understand.

10. Paperless.

Networks have replaced the use of paper in online learning. This is positive in terms of paper usage. There is no more use of paper in online education because everything is stored on the network.

11. All activities are recorded.

With online learning, all activities during learning occur and are recorded neatly in the network. No need to be afraid of forgetting about what has been done, what was done, when it was carried out, and who was present during the lesson. Just need proficiency in the use of technology, and everything related to recording can be done.

12. Equitable delivery of material.

Video learning as one of the online learning allows equitable delivery of material to all learners. The delivery of material in face-to-face learning is adapted to the learning situation and conditions so that it is often uneven between classes.

### The Effect of Online Tutoring Applications on Student Learning

As reported on the Quipper.com site, the online learning system is the product of learning provided by computers and computer-related media. Online learning resources can be obtained through a website network, Phone, intranet, CD-ROM, and DVD. Like Quipper, Ruang Guru, Zenius Education, Brainly, HarukaEdu, Sibejoo, Ini Budi, and many more, many kinds of tutoring services can be found in Indonesia.

The factor of high student interest in online tutoring media was identified based on students' ease and advantages as users of online tutoring media. From these conveniences and benefits, students' interest in online tutoring media is high. Besides, he was not satisfied with the teacher's explanation at school and wanted to add more insight into student interest in high online tutoring media.

Even though it is considered advanced, online tutoring is not perfect. There are several obstacles faced in the use of online tutoring learning media. This constraint is seen in terms of the shortcomings that each online tutoring media has. However, all of them have the identical drawback, namely:

1. The length of the video is quite long. The long enough duration makes users bored and bored
2. Consumes a lot of data/internet quota
3. The material is quite challenging to understand and even takes time to understand. Because the same learning system causes this as in school
4. An online tutoring medium does not have an Android or iOS application even though it has been around for a long time.

According to Prastika's research (2021), online tutoring media affect students because they help them learn at school. The knowledge that has not been obtained at school can be obtained in online tutoring media. Then, they can also survive further about their expertise and insights through online tutoring media. In this research, students use the Ruangguru online tutoring application. With this product, users are presented with animated packaging and taught by the best tutors that make it easier for users to understand each material. Besides, there is a summary of the tutoring module in which each material is presented visually and can be downloaded as material for learning.

The reason why students use online tutoring media is that they want to experience new things in learning, in addition to face-to-face learning at school. Apart from the lack of understanding of the material, students also want to add additional material. This online tutoring media also motivates students to learn about material that is difficult to understand.

This is consistent with the philosophy of behavioral learning. The relationship between stimuli and reaction is this principle. It is always proportionate, which means that a positive response will be generated if the motivation is positive. While this stimulus was negative from the outset, it will yield an adverse reaction. The research is described as a behavioral change process caused by the exchanging of stimuli and responses, based on behavioral learning theory or the behavioral flux. Behavioral psychology learning is an instrumental influence from the environment. Whether or not an individual knows it depends on environmental factors.

In this case, students are motivated to increase their knowledge, knowledge, and insights that they do not understand and have never obtained in school, so they use online tutoring through online tutoring applications. Besides, because the motivation to learn internally or within itself already exists, Karina's external learning motivation is also to support this online tutoring media. Internal learning motivation is essential to improve the academic learning outcomes of every student in school.

## CONCLUSION

To deter the transmission of a Covid-19 disease, online training is a solution for introducing social distancing. Since online learning is distance learning or student learning online anywhere, it is required. To escape crowds thought to be one way to achieve social distance. In terms of studying, online tutoring is beneficial to students. Suppose it's learning that students who wish to develop their skills and experiences have not known. Online tutoring is one of the external influences that motivate students. However, it would be in vain if these students do not yet have internal factors.

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