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UMPAN BALIK GURU PENGAJARAN DAN PEMBELAJARAN ONLINE SELAMA PANDEMI COVID-19

Teacher's Feedback In Online Teaching-learning Process During Covid-19 Pandemic

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Abstrak

Pembelajaran daring merupakan proses pembelajaran jarak jauh dengan menggunakan komputer dan jaringan. Selama masa pandemic COVID-19, seluruh proses pembelajaran di Indonesia dilakukan secara daring yang menyebabkan murid dan guru harus beradaptasi dengan metode pembelajaran baru, termasuk proses pemberian feedback dalam proses belajar mengajar. Penelitian ini ditujukan untuk menganalisis jenis feedback dari guru dalam pembelajaran daring di grup WhatsApp pada kelas 12 SMAN 5 Padang semester satu, tahun ajaran 2021/2022 pada masa pandemic COVID-19. Penelitian ini termasuk dalam studi kasus dan menggunakan purposive sampling dalam pengumpulan data. Peneliti menggunakan document checklist sebagai instrumen pengumpulan data, dan menganalisa data dengan berdasar pada tipe-tipe feedback yang dikemukakan oleh Zheng., (2020). Hasil penelitian menunjukkan bahwa ada tiga jenis feedback yang diberikan guru dalam proses pembelajaran daring di SMAN 5 Padang, yaitu corrective feedback, motivational feedback dan behavioural feedback. Selain itu, jenis feedback yang paling sering digunakan yaitu behavioural feedback.

Kata Kunci:
Belajar Online
Umpan Balik
Mengajar Online

Keywords:
Online Teaching
Feedback
Online teaching

Abstract

Online learning is a distance learning process using computers and networks. During the COVID-19 pandemic, the entire learning process in Indonesia was conducted online which caused students and teachers to have to adapt to new learning methods, including the process of providing feedback in the teaching and learning process. This study was aimed at analyzing the types of feedback from teachers in online learning in WhatsApp groups in grade 12 of SMAN 5 Padang in the first semester, the 2021/2022 academic year during the COVID-19 pandemic. This research was included in a case study and used purposive sampling in data collection. The researcher used a document checklist as a data collection instrument, and analyzes the data based on the types of feedback proposed by Zheng., (2020). The results showed that there were three types of feedback given by the teacher in the online learning process at SMAN 5 Padang, namely corrective feedback, motivational feedback and behavioral feedback. In addition, the type of feedback that most often used was behavioral feedback..

PENDAHULUAN

COVID-19 Pandemic disturbed all aspects of human life such as social, economy, politics, and education. In education, The Ministry of Education and Culture Republic Indonesia made a new policy Number 719 of 2020 concerning The Guidelines for Implementing Education Unit Curriculum in Unit Special Circumstances that teaching learning in online process during COVID-19 Pandemic is still going through from the distance at home. Because of this situation, the teaching and learning process has been implemented online learning. According to (Dhawan, 2020) online learning is teaching-learning process using mobile phone, laptop with internet access. It means that online learning can be termed as a tool to briding the teacher and students to doing the teaching-learning process be more flexible even during COVID-19 Pandemic.

In online learning, the students can learn anywhere independently. Online learning requires gadgets such as computers, laptop or smartphone and networking to interact with teachers and students

within participate specific subject in discussion of learning by using learning platforms such as Google Classroom, Zoom Meeting, WhatsApp Group, Geschool, and Google Meet (Farrokhi & Sattarpour, 2012). Also, interact real time by asking-answering question, also giving the respond such compliments and correction from their teacher or the others. Interaction is essential in online learning that improve student's skill and connects students to teacher and others (Jensen et al., 2021). It means, in online learning,it is important to build up connection with the students and teacher by the interaction through online learning.

Definition of Online Learning

Online learning is the process of learning by using computer and networking. Online learning is defined as learning experience in synchronous or asynchronous environments using different devices (e.g. mobile phones, laptops) with networking. In online learning, students can learn and interact with teacher and other students from anywhere by using computer or laptops with internet access. Moreover, according to (Zhu & Liu, 2020) online learning is the experience of knowledge transfer using video, audio, images, text communication, and software supported by internet networks. It means, online learning is learning using of the internet in some way to enhance the interaction between teacher and students to support the online learning.

Also, Yuzulia (2021) stated online learning is perceived as the application of the internet in accessing having interaction with contents, materials from teachers and other students, and gaining assistance in learning process to make meaning, gain knowledge and progress through learning experience.

WhatsApp as Online Learning Platform

Whatsapp is online learning platform to send and receive messages and data. According to Amry (2014) WhatsApp is an application that provides to send and receive several media such as audio, video, pictures, file to help the user to connect in real time from a distance. Also, Amry stated that WhatsApp has collaborative features with education such as capable of exchanging messages the material of texts and voice notes, videos to contact or group about the materials. Also Whatsapp provides teachers and students to create a group to encourage the interaction related to the teaching learning process. To access WhatsApp requires a laptop or smartphone and a network.

Consequently, WhatsApp as a platform in online learning process is to help teacher and students to communicate with each other. WhatsApp supports many different message types, from simple text to pictures to audio files and videos. These are important features of WhatsApp that make it a useful tool for teaching and learning by using WhatsApp's group features. Using of WhatsApp's Groups has benefits for teacher and students to elaborate and facilitate the learning with sharing and using various features in WhatsApp's group is easy to use and share information.

Teacher's Feedback in Online Learning

Feedback is a response within verbal or non-verbal (Besser & Newby, 2019). According to (Tai et al., 2017), feedback is input in the review this is the arrangement of data concerning whether or not the understudy's answer is right. questions/questions given, joined by with extra data as clarify the area of the mistake or Verbal/composed inspiration through this criticism, an understudy can discover the degree of the material what he has been instructed can dominate, by that input understudies can likewise address their capacities yourself, or as such as restorative method for progress get familiar with the actual understudies (Muncie, 2000). Furthermore, in learning feedback also is given by the teacher is named teacher's feedback. Teacher's feedback is comments, questions or error corrections from teacher to the students (Agbayahoun, 2016). In addition, teacher feedback is information offered by the teacher

concerning students' understanding and learning performance, with the purpose of reducing the discrepancies between students' current performance and their learning goals (Guo, 2021).

In conclusion, feedback is a response from someone towards better performances. Feedback its self is input from someone to react something or someone's output. In education aspect, teacher and students give the feedback. Feedback by teacher is named teacher's feedback (Jamalinesari et al., 2015). Feedback is information that useful to improve learning process, which are of suggestion, comments or error corrections in order to student's learning improvement (Yuzulia, 2021). Teacher's feedback is a response by the teacher within in student's assignments, performance to help students' improvement in learning.

Types of Teacher's Feedback

According to Teacher's feedback has three types according to Zheng et al., (2020) the types of feedback are as follows:

a. Corrective Feedback

Corrective Feedback is an evaluative feedback which can be useful in facilitating the progression of students' skills toward more correct language use. Teacher feedback is useful in that it can help student to correct errors. It means, the way the teacher gave feedback perceiving it is helpful in improving student skill in learning English such as grammar error and misunderstanding. In example, a student has grammatical error in Past tense verb formula and the teacher would say "This is should be S+V2".

b. Motivational Feedback

Motivation is response from teacher to engage students interact, understand, master, and persist in learning process in learning process. Feedbacks in providing such information, looked at the potential benefits of providing student with positive self-evaluative information through learning process. In example, "You are such good in grammar, keeping up and you will be grammatical master."

c. Behaviour Feedback

The behaviour feedback is feedback from the teacher related on behaviour of students during learning process. In addition, behavioural feedback from the teacher related about student's attitude on teaching-learning process. For case, in the teaching learning process, the teacher reminds students to submit the assignments before the deadline which time managements is one of behaviour that teacher commonly concern in teaching-learning process. In example, "Please submit assignments before deadline, it would be better."

RESEARCH METHOD

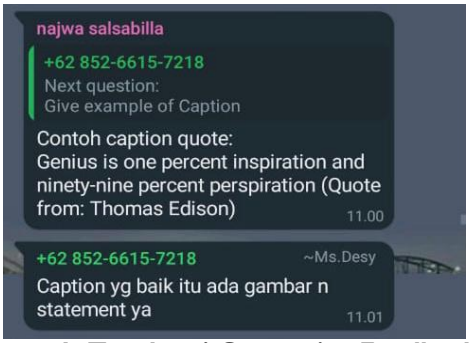
In this research, the method that was used in performing this analysis is Case Study method. According to Roberta (2017), case study was defined as intensive study about person, a group of people or unit which was aimed to generalized over several units. The researcher choose case study because the researcher wanted to find the fact of teachers' feedback in online learning, which was used by the one teacher for grade XII at SMAN 5 Padang. Therefore, by adapting this research, the researcher described deeply the fact about teachers' feedback in online learning during COVID-19 Pandemic for grade XII at SMAN 5 Padang. This research used case sampling which a process a gathering data. This method allowed decided cases with limited resources (Patton, 2015). By using purposive sampling the researcher used one teacher who gave feedback on their teaching learning process fully in WhatsApp's group at twelve grade at academic year 2021/2022 first semester in SMAN 5 Padang during COVID-19 Pandemic. In this research, the researcher used the instrumentation as tool to collect data.

RESEARCH FINDINGS

The results of this research found that the teacher used three types of feedback in online-teaching learning during COVID-19 Pandemic at SMAN 5 Padang were corrective feedback, motivational feedback and behavioural feedback to students also researcher found that teacher using behavioural feedback as teacher's feedback as dominantly used to students on WhatsApp group.

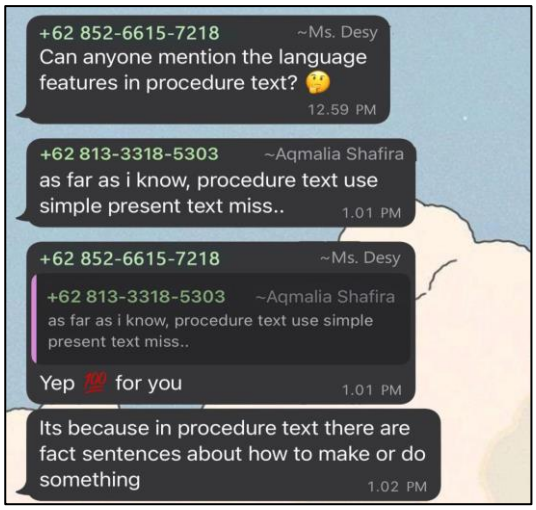
1. Corrective feedback

One of the corrective feedbacks given in this study is the teacher correcting the answer given by one of the students.



Picture 1. Teachers' Corrective Feedback in WhatsApp group

In the picture above, it is shown that the teacher provided corrective feedback. It was written, as quoted, "*Caption yang baik itu ada gambar dan statement ya*," which translates to "*A good caption has a picture and a statement.*". This was generally used in correcting their respective errors. It was taken from the teacher's perception that students can be reflective and help them correct their mistakes.

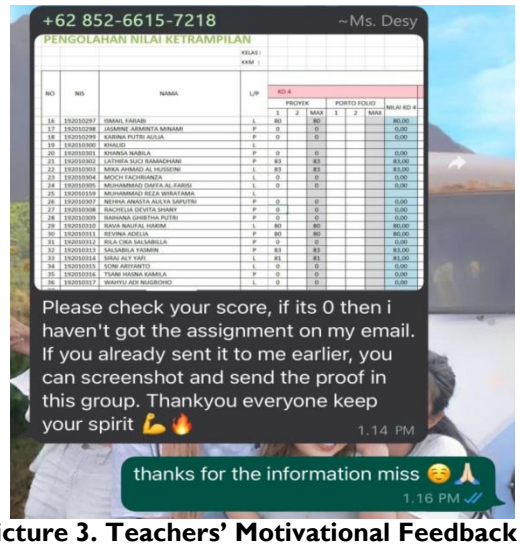


Picture 2. Teachers' Corrective Feedback in WhatsApp group

In the picture above, it is shown that the teacher also provided corrective feedback. It was written, as quoted "Because in procedure text there are fact sentences about how to make or something" It was taken from the teacher's perception that students can be reflective and help them correct their mistakes or clarify the statement." It was shown how the teacher made a conclusion by students from the previous student's answer about features of procedure text. It can be concluded that the feedback was identified as corrective feedback given by the teacher to the students.

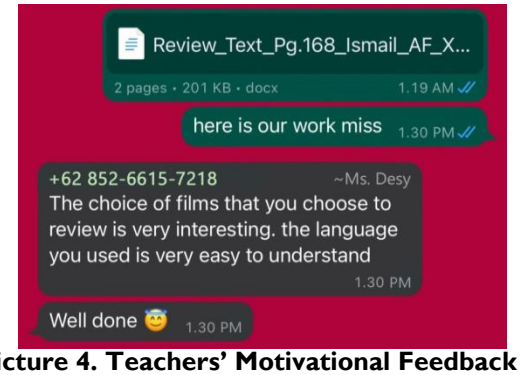
2. Motivational Feedback

The researcher found 2 data for motivational feedback.



Picture 3. Teachers' Motivational Feedback in WhatsApp group

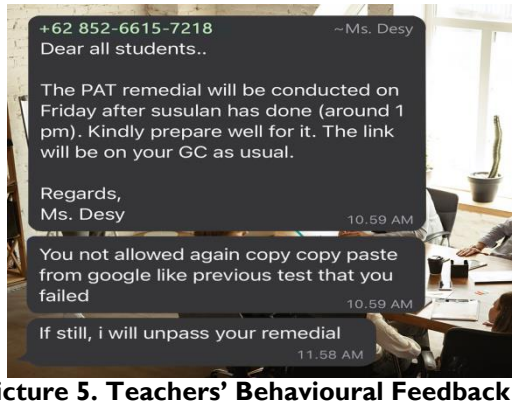
In the picture above, it is shown how the teacher provided feedback in the form of motivation. It was showed teacher sent list name and the grades of students in expect will motivate students to be submitted the assignments on the time. Student will know their grades to get motivation to improve their learning. The word "Keep your spirit" was given to emphasize the praise, which, when adjusted to the context, is given to students who are obedient in doing assignments and reflecting a positive self-evaluation. It is also added with the "□" emoticon which is generally given to reflect empower energy of spirit to keep learning.



Picture 4. Teachers' Motivational Feedback in WhatsApp group

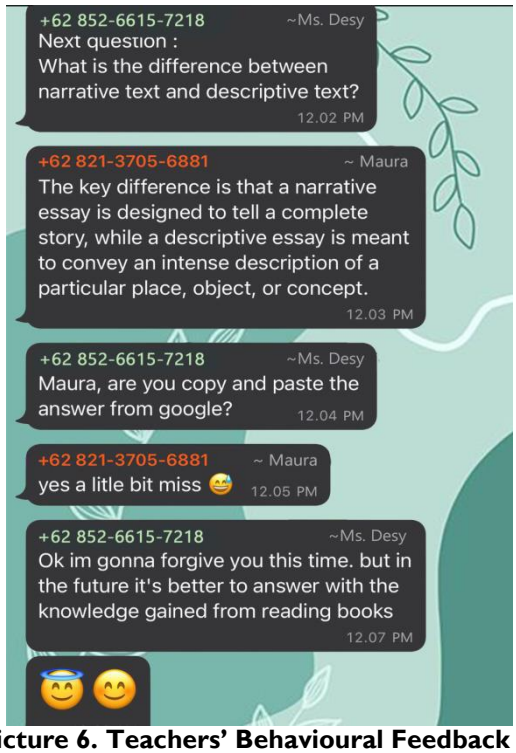
In the picture above, it is shown how the teacher motivated students in the form of giving praise. The word "Very interesting, the language is very easy to understand. Well done" is given to emphasize the praise, which, when adjusted to the context, is given to students who are obedient in doing assignments and reflecting a positive self-evaluation. It can be concluded that the picture above showed motivational feedback by the teacher toward the students in the online teaching-learning process.

3. Behavioural Feedback



Picture 5. Teachers' Behavioural Feedback in WhatsApp group

In the figure above, it is shown how the teacher provided behavioural feedback to students. It was written, as quoted "Remedial will be conducted on Friday. Kindly prepare well for it. You not allowed again copy and paste from Google like previous test that you failed, If still, i will unpass your remedial". It emphasized the feedback given by the teacher to students regarding their behaviour in doing test only using copy and paste answer from google on the teaching and learning process.



Picture 6. Teachers' Behavioural Feedback in WhatsApp group

In the case above, it is shown how the teacher reminds her students to answer question from book. This is one of the warnings given by the teacher so that students can manage their learning management of using resources, so they can follow the lesson with valid resources to better understanding. It can be concluded that the above type is identified as behavioural feedback given by the teacher to the students.

The Dominantly Types Used Teacher's Feedback in Online teaching-learning process during COVID-19 Pandemic at SMAN 5 Padang

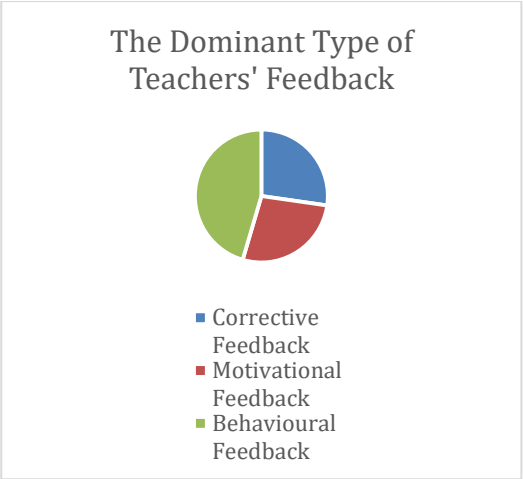


Diagram 1. Teachers' Behavioural Feedback in WhatsApp group

From the results of research regarding using types teacher's feedback on online teaching-learning, researcher count that teacher on WhatsApp group giving feedback to student at SMAN 5 Padang on first semester was Behavioural Feedback as dominantly used. Thus, it can be seen that behavioral feedback is the most dominantly type of feedback found in research (dominant type), meanwhile motivational feedback is the least used type of teachers' feedback in research.

CONCLUSION

Based on the finding of the research, there are three feedback was used by the teacher on first semester on academic year 2021/2022 at SMAN 5 Padang namely corrective feedback, motivational feedback and behavioural feedback. As dominantly used teacher's feedback by teacher was behavioural feedback.

In the future, Indonesia might not be in offline learning activity such as only at classroom, it will emphasize into online learning system as The ministry government statement that Indonesia will be more high-tech on education system. So, for the school as a holder socialization related to learning in the teaching and learning process, school should be well prepare teacher to be more understanding on applying in

teaching process by giving seminar, mini training about education based technology and also training to integrated technology into learning activities. It might elaborate teacher to understand well. .For the teacher, related to online learning in the teaching and learning process. Teacher should be giving feedback to students frequently even though on online class in order to students can learn independently at home but teacher will help students by giving feedback to improve learning activities or achievement. By giving frequently feedback from teacher students will feel notice and appreciated by teacher intentionally about the actions that they did, especially in learning process, performances and achievement.

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