

PROBLEMS IN USING GOOGLE CLASSROOM FACED BY EIGHT-GRADE STUDENTS OF MTS RAUDLATUL MUTA'ALLIMIN TEGALREJO

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Abstract: The era of the industrial revolution 5.0 increasingly developing technology, the learning process is directed to make good use of technology. so schools use online learning alternatives with various applications for students. one of them is using google classroom. This study discusses the student problems in using google classroom faced by eight-grade students of MTS Raudlatul Muta'allimin. This study aimed to describe the problems in using google classroom and to explain the strategies that face the problems of using google classroom. The participant of the research was VIII-A at MTS Raudlatul Muta'llimin. The research is descriptive qualitative and the research data were collected by two instrument research namely, questionnaire and interview. The finding of the study is there are several problems faced by students. The problem is divided into 2 factors, internal factors, and external factors. The problem in internal factors is during learning using google classroom, students are happy without being interested and motivated by learning google classroom and the student's problem is difficulty on understand the material. The strategies of the problems in using google classroom delivered by the principal, the teachers and the students.

Keywords: Google Classroom, Strategies, Students learning Problem

INTRODUCTION

Changes in science and technology require humans to be ready to face changes in the world, especially in the field of education. One of those changes is Society 5.0. The era of the industrial revolution 5.0 has changed the way we view education (Wildan, 2018). In the era of the corona virus pandemic that is sweeping the world that has passed, the era of the 5.0 industrial revolution and all the technology that existed in that era was considered very helpful.

Even now, it all depends on the technology at hand. One implementation of the use of information and communication technology in the world of education can be realized through learning (e-learning). The rise of E-

Learning occurs due to the Covid-19 outbreak which requires face-to-face learning. One of the e-learning learning is by using the Google Classroom application.

MTS Raudlatul Muta'alimin Tegalrejo is one of the schools that has used google classroom as a learning medium. Many students experience difficulties when carrying out the learning process through google classroom. The researchers know this phenomenon so they are interested in conducting research on problems in the use of Google Classroom. Researchers are also interested in finding strategies on problems in the use of Google Classroom.

The objective of this study is to describe the problems in using google classroom faced by eight-grade students of MTS Raudlatul Muta'alimin Tegalrejo and to explain the strategies that face the problems of using google classroom faced by eighth-grade students of MTS Raudlatul Muta'alimin Tegalrejo.

METHOD

In this research, the researcher applied descriptive qualitative design. Qualitative research is conducted when the issues or problems need be explored (Cresswell, 2016:39). The researcher applied that design to describe the students problems on the use of Google Classroom in learning. Where the data was described objectively or based on questionnaire and interview. The questionnaire there are 19 questions about students the problem. The problem consists of internal problems and external problems. In this questionnaire, researchers used the help of google forms to distribute questionnaires to students.

The research was conducted in MTS Raudlatul Muta'alimin Tegalrejo. The research participant of this study is twenty six student of VIII-A in MTS Raudlatul Muta'alimin who had used the online learning platfrom "Google Classroom". In this study, the researcher used qualitative data analysis technique by Miles, Huberman and Saldana. The steps taken according to Miles and Huberman (in Burhan Bungin, 2012:69-70) are as follows: data collection, data reduction, data display, and data conclusion.

FINDING AND DISCUSSION

Based on the result of the questionnaire and interview on the subject of the research, the researcher presents the finding of the problem using google classroom faced by VIII-A student of MTS Raudlatul

Muta'lliminand the strategies on the problems in using google classroom faced by eight grade students of MTS Raudlatul Muta'allimin. The result of the research consist the problem in internal factors and the problems in external factors. The result and the discussion aim to to describe the problems in using google classroom faced by eight-grade students of MTS Raudlatul Muta'alimin Tegalrejo and to explain the strategies that face the problems of using google classroom faced by eighth-grade students of MTS Raudlatul Muta'alimin Tegalrejo.

Problems in Using Google Classroom Faced by Students

One of the schools that has implemented online learning during the past pandemic is MTS Raudlatul Muttaqin Tegalrejo. Based on the results of interviews that have been conducted with one of the teachers at MTS Raudlatul Muttaqin Tegalrejo, the leadership during the pandemic last year, teachers have carried out bold learning activities well. Teachers have used various applications such as WhatsApp and Google Classroom and teachers also provide material using various media in learning such as delivering material in the form of files and learning videos and others. The material delivered by the teacher through the media may not be fully effective because the material has not been fully reached by students. They only understand the material from their own point of view. This is evident from experience in the field where teachers share material in the form of files and learning videos and send it to Whatsapp Group or Google Classroom where only some students see it and some even see the material and don't open it or download it. In addition, there are also students who want to directly receive assignments and collect only. This is the problem faced by teachers because

students do not understand the material given by the teacher or it can be said that students are less active in learning so that learning is not optimal.

However, the scope of this study discusses the problems faced by students in using google classroom during learning. Therefore, the authors take the theory of learning problems proposed by Dimiyati and Sudjiono (2010). Dimiyati and Sudjiono (2010) suggested that the problems of learning come from two factors, namely internal and external factors. Problems of internal factors are problems that come from within the students themselves. Or problems that occur because of the student's personal self, examples of internal problems, namely motivation and interests as well as basic knowledge about Google Classroom. External problems is problems that come from outside the students themselves. An example of an external factor is a problem that comes

from the Google Classroom application itself. External factors are also usually caused by the family environment, school and others. There are 13 statements in the questionnaire of an external factor. The statement for 26 students. The topic of the statement about problems-based technology application systems, family and school environment.

1. Internal Factors

Collecting data about problems in using google classroom faced by student using a questionnaire instrument in google form. In the questionnaire in the google form of internal factor consists of 7 statements. The statement there are 5 multiple choose, that indicated whether 5 for Strongly Agree (SA), 4 for Agree (A), 3 for Undecided (U), 2 for Disagree (D) and 1 for Strongly Disagree (SD) for each statement. Below is total score classification the internal factors of questionnaire

Table 1. Total Score Classification the Internal Factors of Questionnaire

Type	SA	A	U	D	SD	Total
Internal Factors	110	344	90	92	2	638
Percentage	17,24%	53,91%	14,10%	14,42%	0,31%	100%

Based on the point of the table 4.1 from 26 students of VIII-A MTS Raudlatul Muta'allimin. The table showed total score classification the internal factors of questionnaire. There are 7 statements in external Factors of questionnaire. The total score of internal factors questionnaire was 638. It indicated that 5 categories, namely Strongly Agree (SA), Agree (A), Undecided (U), Disagree (D), and Strongly Disagree (SD).

The total score of the questionnaire was obtained from calculation by summing the total number of 26 students of VIII-A MTS Raudlatul Muta'allimin who choose point answers in every external factor of questionnaire. For a

score Strongly Agree (SA) got a score of 110, this score was derived from summing the overall points contained in 7 statements in external factors, and then the total summing multiplied by 5 points according to the score for Strongly Agree (SA). As for the answer Agree (A) got a score 344. The answers of Undecided (U) got a score 90. 92 score for the score answer Disagree (D) and the last is answer Strongly Disagree (SD) got a score 2. After obtaining the score of each answers of the external factors questionnaire, the researcher continued to add all score to got total score of 638 (110+344+90+92+2).

Based on the results of the questionnaire it can be concluded that the problems in using google classroom

faced by student of MTS Raudlatul Muttaqin on internal factor are in the interests of each individual. Students are happy without being interested and motivated by learning google classroom. The next problem is the student's difficulty on understand the material.

2. External Factors

External Factor is a problem that arises from outside the student and is

**Table 2. Total Score Classification
the External Factors of Questionnaire**

Type	SA	A	U	D	SD	Total
External Factors	175	376	132	242	18	943
Percentage	18,55%	39,87%	13,99%	25,66%	1,90%	100%

Based on the point of the table 4.2 from 26 students of VIII-A MTS Raudlatul Muta'allimin. The table showed total score classification the external factors of questionnaire. There are 13 statement in external Factors of questionnaire. The total score of external factors questionnaire was 943. It indicated that 5 categories, namely Strongly Agree (SA), Agree (A), Undecided (U), Disagree (D), and Strongly Disagree (SD).

The total score of the questionnaire was obtained from calculation by summing the total number of 26 students of VIII-A MTS Raudlatul Muta'allimin who choose point answers in every external factors of questionnaire. For a score Strongly Agree (SA) got a score of 175, this score was derived from summing the overall points contained in 13 statements in external factors, and then the total summing multiplied by 5 point according to the score for Strongly Agree (SA). As for the answer Agree (A) got a score 376. The answers of Undecided (U) got a score 132. 242 score for the score answer Disagree (D) and the last is answer Strongly Disagree (SD) got a score 18. After obtaining the score of each answers of the external factors

very influential on student attitudes. There are several problem external factors including problems in using google classroom application system, problems in the family environment and problems in the school environment. Below is total score classification the internal factors of questionnaire

questionnaire, the researcher continued to add all score to got total score of 943 (175+376+132+242+18).

The following is the result of the researcher's data analysis regarding the problem of external are In terms of technology, such as unstable networks, electricity which is not available in all areas, many students who do not have smartphones and laptops to do bold learning, in terms of characteristics of knowledge, there are still many students who are not proficient in using technology. So, some students are also still difficult to access the google classroom application. The problem from family environment is The second problem that comes from the home/family environment is the inadequate facilities at home for students to do online-based learning. However, the problem in the school environment that is faced when learning using Google Classroom is the lack of direct interaction between the teacher to the students. This causes students to participate less actively in learning activities using Google Classroom.

Strategies To Face The Problem In Using Google Classroom

In accordance with the problems that arise in learning using Google Classroom

experienced by MTS Raudlatul Muta'allimin students, strategies/efforts are made to deal with these problems. In general, the notion of strategy can be interpreted as the efforts of a person or organization to create a scheme to achieve the intended goals. In the problem of using Google Classroom as a learning tool, many efforts have been made by principals and teachers to improve the quality of knowledge during the online learning process. In addition to principals and teachers, students also have strategies in dealing with online-based learning problems. The principal must be able to carry out good management functions and be able to manage all the potential of the school so that it runs optimally in supporting the achievement of school goals. Based on the results of interviews, the efforts made by the principal of MTS Raudlatul Muta'allimin during online learning are for students who do not have cellphones and data packages are going to school by complying with health protocols, in addition to students who are less interested in participating in online learning through the Google application. MTS classroom principal Raudlatul Muta'allimin seeks to overcome the problem by implementing the 5 M strategy in parental involvement.

The 5 M strategies include:

- 1) Memanusiakan Hubungan (Humanize Relationships).
- 2) Memahami Konsep (Understand the concept).
- 3) Membangun Berkelanjutan (Building Sustainable).
- 4) Memilih Tantangan (Choose Challenge).
- 5) Memberdayakan Konteks (Empowering Context).

For students who have problems with operating google classroom, the principal tries to suggest teachers give instructions via WA and make tutorials on how to

operate google classroom on youtube. Next, the strategy for dealing with the google classroom problem was delivered by the teacher. One of the efforts made by the teacher is using learning by the form of videos.

From learning using videos students can better understand the content of the learning material that has been delivered. The student strategy when there was an online learning problem in the form of the problem of not being able to understand the material given when learning was to rewrite the material in a notebook and then read the material several times until they really understood the material and ask the teacher via WA. Sometimes, the student will also ask for a little material that do not understand from my friend who understands the material. Another strategy to do the student is open other media, namely Google and auxiliary media (Brainly, Wikipedia, etc) for material that I don't understand. The next student strategies face problems with bad connection, so difficult to access the application is join with their closest friend to doing learning through google classroom.

CONCLUSION

After the discussion and data analysis, the conclusions can be concluded the problems in using google classroom faced by the student of MTS Raudlatul Muta'allimin are The problems faced by students during learning using Google Classroom are in the interests of each individual. Students are happy without being interested and motivated by learning google classroom. Then, the student difficult on understand the material. Students have difficulty operating the google classroom platform and students have difficulty accessing google classroom most students experience bad signals. Problems in the family environment, there were students

who received less attention and support. From the family environment, the lack of attention and support causes students to be less than optimal in dealing with online-based learning. The problem with the school environment, the problem is the lack of direct interaction between the teacher to the students. The teacher can only monitor students through the WhatsApp application, Google Classroom, and other applications. But sometimes teachers also do not supervise students. There are still students who are not given a solution if there are problems in learning using Google Classroom.

Based on the results of interviews, the efforts made by the principal of MTS Raudlatul Muta'allimin during online learning are for students who do not have mobile phones and data packages are going to school, in addition to students who are less interested in participating in online learning through the Google application. MTS classroom principal Raudlatul Muta'allimin seeks to overcome the problem by implementing the 5 M strategy in parental involvement. For students who have problems with operating google classroom, the principal tries to suggest teachers to give instructions via WA and make tutorials on how to operate google classroom on youtube.

Next the strategy for dealing with the google classroom problem was delivered by the teacher. Many efforts have been made by teachers to students in dealing with learning using Google Classroom. One of the efforts made by the teacher is using learning in the form of videos. From learning using videos students can better understand the content of the learning material that has been delivered. In addition, the teacher also monitors every student's progress in understanding learning through Google Classroom.

The strategies by students are looking for material that has not been understood through Google, Youtube, and several other book sources. This is very helpful for students in improving student's understanding of the material presented by the teacher. In addition, students also have an effort to join with their closest friends if there are internet connection problems that do not support them.

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