

**AN ANALYSIS OF PARENTS' PERCEPTION TOWARD THE QUALITY  
OF ONLINE LEARNING PROCESS DURING COVID19 OUT BREAK  
A THESIS**

*Intended to fulfill one of the Requirement for the award of  
Sarjana Degree in English Study Program*



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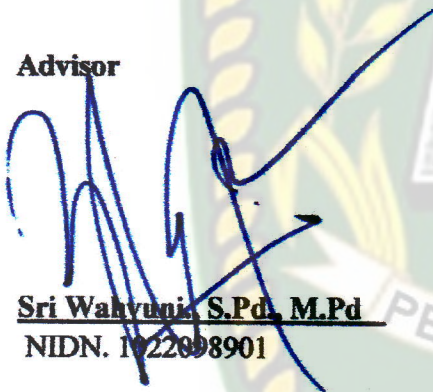
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## THESIS APPROVAL

Thesis of Fitri Lilisari with students Number 176310501 study program teacher training and education, entitled "AN ANALYSIS OF PARENTS' PERCEPTION TOWARD THE QUALITY OF ONLINE LEARNING PROCESS DURING COVID 19 OUTBREAK " This thesis is submitted in partial fulfillment of the requirement for the degree of Teacher Training and Education in Universitas Islam Riau.

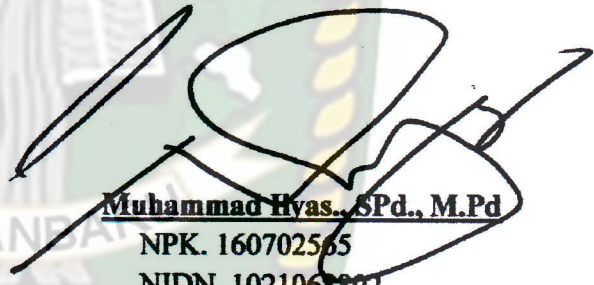
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**A THESIS**

**AN ANALYSIS OF PARENTS' PERCEPTION TOWARD THE QUALITY  
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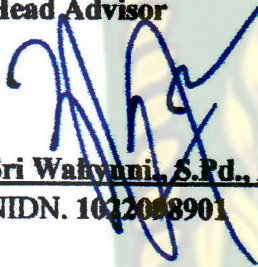
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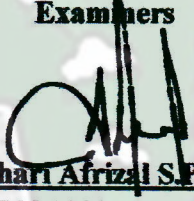
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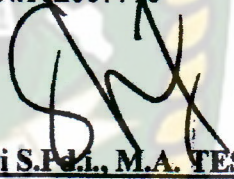
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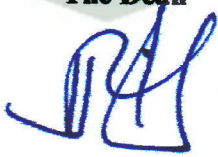
  
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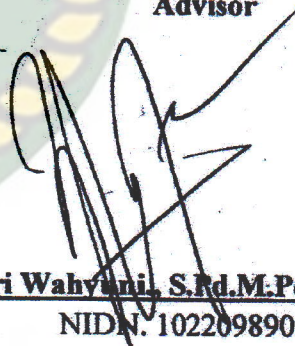
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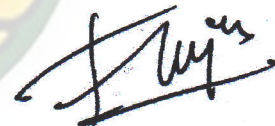
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I hereby declare this thesis is definitely from my ideas, except the quotation directly and indirectly which were taken from various sources and mentioned scientifically. The researcher is responsible for the date and fact provided in thesis.

Pekanbaru, 13 April , 2021

The Researcher



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Peace and salutation always be given to our prophet Muhammad SAW who has guided us from the darkness to the lightness. However, the researcher would like to express deepest gratitude and thanks to all people for the support , guidance, advice, and encouragement that helped the researcher in completing this thesis, it is an appropriate moment for the researcher to extend her deepest gratitude to:

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9. I thank myself for always being enthusiastic and strong in the work this thesis until it is finished.

Finally, this thesis is expected to be able to provide useful insight and information to the readers. The researcher is pleased to accept more suggestion, comments, and supportive feedback for the improvement of this thesis.

Pekanbaru, 13 April 2021

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## ABSTRACT

Fitri Lilisari. 2021. *An Analysis of Parents' Perception Toward the Quality of Online Learning Process During Covid 19 Outbreak*. Thesis. Pekanbaru: English Study Program, Faculty of Teacher Training and Education, Universitas Islam Riau.

**Keyword:** Parents' perception, Online Learning, Covid 19 Outbreak

*This study aims to describe parents' perceptions of the quality of the online learning process during the Covid 19 outbreak. This descriptive study uses a qualitative approach. The population of this study was 40 parents of MAN 1 Rokan Hilir students. Data is collected from questionnaires that are distributed online via Google forms. The questionnaire was adopted from Abdul-Maksoed (2019), which consists of three indicators, namely Driver factor, satisfaction factor, and Barrier factor.*

*The results showed that Most of the respondents gave a neutral response to the statement in the driver factor, which is 64%, this means that parents are still doubtful about this choice because they are not familiar with e-learning. But in the second rank, the responses of parents are in disagree as much as 57.55%, so it can be concluded that the neutral choice is more focused on the choice to disagree, that means based on the responses from the respondents, namely the parents of students that the driver factor does not help students in improving the quality of learning Student at MAN 1 Rokan Hilir. In the satisfaction factor, the dominant respondent gave a neutral response to the statements that had been distributed, namely as much as 65%, this means that the respondent was doubtful in that choice, because it was known that the level of satisfaction with the use of e-learning was very low while for the choice to agree only 2.5%.*

*So it can be concluded that the neutral choice is focused on the choice to disagree, so based on the results of e-learning responses do not help students in the teaching and learning process. Then on the barrier factor most of the respondents agreed to the statement in the driver factor, namely 42.5% and strongly agree 30%, this means that parents as respondents in the study experienced inhibiting factors contained in e-learning so that the learning process was in effective.*

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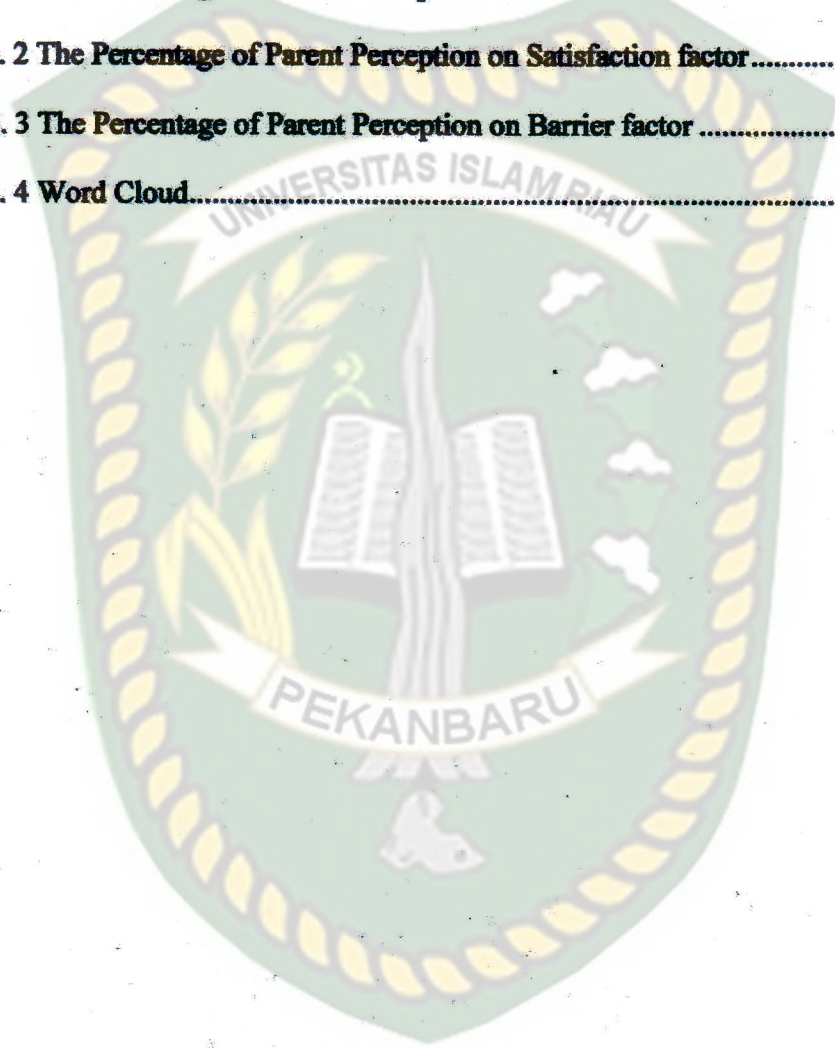
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## CHAPTER I

### INTRODUCTION

#### 1.1 Background of The Problem

At the beginning of 2020, almost all countries in the world were affected by a dangerous virus called Covid 19. This virus is known to have originated in China and then spread to all other countries, including Indonesia, which has felt the impact until now. The decline occurred in various fields such as work, economy, and undeniably education so that for teaching and learning activities to run well, the government implemented online or online learning which could be done with various applications such as Zoom, Google Meet, and others. (Aji, 2020)

Covid-19 has had a huge impact on people's lives in all fields including in the field of education. The Minister of Education and Culture of the Republic of Indonesia issued a Circular Letter on March 24, 2020 Number 4 of 2020 concerning Implementation of Education Policies in an Emergency for the Spread of COVID, in this Circular it is explained that learning activities are carried out online or online from home, to avoid the spread of covid- 19 this.

The Indonesian government is very wise in terms of education. All students are expected to continue to study seriously in every subject, including English because English lessons are considered difficult by some students so they may turn their backs on this subject. English is a subject that must be mastered

because many benefits will be obtained when we master foreign languages, including English, it is undeniable that English has been used in almost all countries in the world. That means if we master English it will make it easier for us in all things such as internet access, traveling to foreign countries and so on.

English is the language of the world or international language that we must learn in communication between nations. This is the most important role of English as stated by (Crystal, 2003) that English plays a role as the language used by almost all countries in the world because English is used as a tool for communication between nations and is a compulsory subject in schools in Indonesia.

Then mastery of English can be used as a basic capital for competitiveness in facing the global era including the ASEAN Community, which means that all people are forced into an international interaction to further expand relations and cooperation between nations, this is one of the reasons why we must learn English well.

Although Indonesia English is one of the foreign languages, it is very important in the world of education in Indonesia. It is clear that English has been taught from elementary school to high school and has become a compulsory subject in every school. This means that English is very important to learn, but many Indonesian students admit that learning English is very difficult and a burden for students. Then the boring way of teaching the teacher will make students dislike English subjects.

Based on the explanation above, cooperation with parents is also needed to introduce English to children from an early age. Parents are also a major factor in the progress of student learning, therefore parents have a very important role in online learning. Then parents must be able to be close to children and help provide an understanding of children in a subject including English lessons. Besides, parents must also assist children about new lessons that are obtained, this is so that children are serious in learning as well as feel cared for and consider learning important.

However, not all parents realize that accompanying children when learning online is very important, so they only leave children without having to ask questions and motivate them. problems like this usually occur in villages where parents do not understand technology, this is why online learning has not been widely accepted in society.

### **1.2 Identification of The Problem**

Following the background, the existing problems can be identified, namely, parents do not accompany children when learning then parents do not know the quality of their children's learning because parents work all day long and make their children lazy when learning online and do not pay attention to the teacher when providing material especially English subject

### **1.3 Focus of the Problem**

In line with problem identification, the focus of the research is on the perceptions of student parents' towards learning English and parents' responses to the improvement of students' English during online learning during the Covid-19 outbreak.

#### **1.4 Research Question**

Based on the research background above, several topics can be discussed, taking into account several things such as time, place, and access, the researchers pay attention to the topic: An Analysis of Parents' Perceptions Toward The quality of students' English in online learning in during Covid19 Outbreak. Then the researcher has a goal to find answers to the following questions:

1. What is the parent's perception of using online learning?

#### **1.5 Objective of the study**

Based on the problems of the study above, this study aims specifically to find out:

1. To know parent's perception toward online learning during covid 19 Outbreak.

#### **1.6 Significances of the study**

Hopefully, the results of this research can be used theoretically and practically:

1. Theoretically

It is hoped that the results of this study can complement previous theories related to online learning in the eyes of English lessons.

## 2. Practically

Researchers hope that the results of this research are useful for :

### a. Parents

It is hoped that parents can supervise or monitor children when learning online because motivation from parents is very important for children in carrying out online learning.

### b. Students

It is hoped that you can use online learning applications properly, and make the most of the learning time.

## 1.7 Defenition of Key term

### 1. Perception

Perception is a response to environmental conditions that can be felt through three stages, namely acceptance, understanding, then assessment (Walgito, 2010: 99)

### 2. Learning English

Learning is a change in behavior that lasts a long time and in a certain time resulting from practice and other experiences (Schunk 2012: 3) then learning English in this study refers to the process carried out by students in online

learning and learning English is very important to be taught so that students can have knowledge and skills in English well.

### 3. E-Learning

E-Learning refers to learning carried out using technology in another sense, namely online using internet access. In its broadest sense, Abbad in Arkoful (2014) define Elearning as electronically activated learning. However, they narrow this definition is down to mean learning that is empowered by the use of digital technology. This definition is further refined by some researchers to be any learning that is internet enabled or web-based Larose in Arkoful (2014).

### 4. Covid 19 Outbreak

The Covid 19 pandemic is a type of disease that has just attacked humans. Coronavirus is a disease that can be transmitted either from animals or from humans which is called Zoonosis (Directorate General of Disease Prevention and Control, 2020: 11). The Covid-19 pandemic first appeared in 8 cities of Wuhan, China at the end of December 2019 and began to plague Indonesia in early March 2020.

## CHAPTER II

### REVIEW OF THE LITERATURE

In this chapter, the researcher tries to explain the basic theory which includes perception, learning English, E-Learning, and Covid 19 outbreak.

#### 2.1 Review of Related Theory

##### 2.1.1 Perception

###### a. The Defenition of Perception

Perception is a response from an individual that is carried out by observing what is seen and heard, or in other words, perception is a process of observation carried out by individuals using the five senses. The perceptions according to experts are as follows.

First, According to Walgito (2010) states that perception is a process that begins with a sensing process such as seeing and hearing, namely the process of receiving a stimulus by an individual through sensory means or also called a sensory process. But the process does not stop and is continued with the perceptual process.

Second, Qiong (2017) states that perception is a process experienced by individuals to achieve awareness or sensory understanding of further information, after which a decision is made regarding what has been observed, decisions can be

in the form of positive or negative responses from individuals to their surrounding conditions.

Third, Robbins, (2003) Stated perception is closely related to the environment, where there is a process for individuals to organize and interpret their sensory impressions to give meaning to the environment, in other words, they give an assessment of the environment they have observed.

The last Hendra in Sulasmi (2020) defines perception as the process of a person understanding things around them or their environment through their five senses which are influenced by experience so that they realize what has been observed which ultimately affects their attitudes and behavior towards the subject that has been observed.

So from the explanation above, it can be concluded that perception is an individual's view or assessment of a subject that he sees or hears, then gives a conclusion from the results of his observations. Likewise with the perception of parents is the way parents judge how their child is in learning English in particular. This process goes through the initial stages starting from collecting, recognizing, and interpreting the information obtained.

b. Perception process

According to Qiong (2017), there are three stages in the process of perception, namely selection, organization, and interpretation. Here's the explanation:

1) Selection

Selection is the initial stage in the perceptual process, at this stage, we observe the environment as closely as possible so the more experience we will get, the easier it will be for us to choose the appearance to be continued from the results of these observations.

## 2) Organization

The second stage in the perceptual process is organization. After selecting information from the outside world, we need to organize it by finding certain patterns that are meaningful. Perception also has two characters, namely the first, the organizational process provides a structure for human perception. We always put the raw stimuli from the outside world into structured meaningful experiences. Second, the process shows that human perception has stability. That is, after we select a stimulus and put it into a category, the selected stimulus becomes long-lasting.

## 3) Interpretation

The third stage in perception is interpretation, which is an explanation that contains meaning or an opinion from a theoretical view of an object that results from deep thinking and is strongly influenced by the background of the person interpreting. Interpretation refers to the process of attaching meaning to selected stimuli. After the selected stimuli have been categorized into structured and stable patterns, we try to understand these patterns by assigning meaning to them. But different people may give different interpretations of the same stimulus.

### c. The Two Dimensions of Perception

### 1) The Physical Dimension of Perception

All humans have the same sensory organs, namely sensory organs such as the eyes, ears, and nose, which allow us to perceive the environment. It is a sensory organ that receives stimuli and is then transferred from the nervous system to the brain where it works with associated structure, stability, and meaning.

### 2) Psychological Dimensions of Perception

At this stage, humans provide unique interpretations or thoughts in the outside world. The values, attitudes, or motives of the person (psychological dimension) and not the sense organs (physical dimension) determine what stimuli will attract people's attention and therefore receive the intended meaning.

Based on the explanation above the parent perception included in Psychological Dimensions of Perception, which is where parents assess how e-learning works in the teaching and learning process during Covid 19.

#### **2.1.2 Parental interactions**

Attention and supervision from parents are needed children in shaping children's character to achieve optimal developmental tasks, Saptono (2011) stated that the role of parents is needed when children learn online at home, starting from supervising, accompanying to motivating children . . However, many parents do not realize that their role is very important to students.

Not only that, but the existence of parents is also to ensure that children when learning online are focused and safe, then parents must also understand the

strengths and weaknesses of their children during online learning so that learning objectives can run well.

Family participation is very important in this regard, and it is seen that family participation in education is beneficial to academic success. Schools and families have the same responsibility, namely to educate children and prepare them for adults. It is for that reason that they are not separated from each other. Both of them are equally concerned about children's academic achievement which will have an impact on children's future success. The role of the family, especially parents, is very important to keep the transfer of knowledge going, even the transfer of value, which is the right of children from their parents Hikam in Sofat (2020)

Therefore parental involvement is associated with early school success as academic and language skills and social competence. Various studies reveal that family participation in increasing academic achievement is very influential.

According to Waters and Leong in Borub (2013), there are four ways that parents can do in increasing the role of parents in children's education, which can be described as follows:

1. Set a schedule for children's activities and children's time

In this way, children are not only told to study when they want to take exams, but also have to do routine learning activities. Parents can make a significant child's learning schedule so that parents can see what material the child has learned and accompany the child when repeating lessons from the teacher.

## 2. Monitor the development of children's academic skills

Parents must be able to monitor, see, and assess the child's ability every time they learn, then see the child's test results after learning.

## 3. Personality development monitor

This includes children's attitudes, morals, and behavior.

## 4. Monitor the effectiveness of children's learning time

### 2.1.3 E-Learning

#### a. Defenit ion of E-Learning

According to Maltz et al in Arkoful (2015), E-learning is applied in different perspectives, including distributed learning, online-distance learning, as well as hybrid learning. E-learning, according to OECD (2005) is defined as the use of information and communication technologies in diverse processes of education to support and enhance learning in institutions of higher education and includes the usage of information and communication technology as a complement to traditional classrooms, online learning or mixing the two modes. Also according to Wentling et al (2000), the term e-learning refers to the attainment and use of knowledge that is predominantly facilitated and distributed by electronic means.

Meanwhile, according to Kuntarto in Hamidah (2020), Online learning is learning that can bring together students and teachers to carry out learning

interactions through the internet network by requiring devices in the form of smartphones, computers, and so on.

Furthermore, the understanding of online learning is how to process and utilize online information is a new problem for students. Therefore, students need an online information retrieval strategy that is mature and good information Wu and Tsai (2005). There are two categories of learning in e-learning according to Naidu (2006) namely synchronous and asynchronous, then categorized by stating that there are four divisions of learning settings:

- a. Direct synchronous: is learning activities carried out at the same time and place.
- b. Virtual synchronous: is a learning activity carried out at the same time but in different places.
- c. Self-asynchronous: is learning that is done online.
- d. Collaborative asynchronous: is learning that occurs in collaborative situations that involve more than one person.

Based on the explanation above, it can be categorized into e-learning and online learning. In E-learning learning can be done when the teacher and students are offline, which means they can open the learning material that has been compiled by the teacher by downloading the material with their electronic device such as a smartphone, so e- learning is categorized into synchronous. Whereas in online learning the interaction between teachers and students only takes place when online, so online learning is categorized as asynchronous.

Then E-Learning and Blended learning also have similarities and differences, the similarity of these two learning methods is to use an internet connection when learning. However, E-learning and blended learning are different learning methods. According to (Husamah, 2014; Köse, 2010; Norberg, Dziuban, & Moskal, 2011) in Eftita (2019) blended learning is a combination of traditional learning using electronic and internet networks.

As for the example of implementing blended learning in class, Wahyuni (2018) states that the use of telegram can be an effective medium when learning and teaching activities take place using smartphones to share material so that it is easy to understand. However, based on his findings, Wahyuni (2018c) states that 75% of the use of the internet network is carried out by teachers as a medium for delivering learning material.

So it can be concluded that online learning is learning that uses internet networks with accessibility, connectivity, flexibility, and the ability to bring up various types of learning interactions that are needed in today's situation and is distance learning that utilizes technology and internet connections that can make it easier for teachers and students to keep learning even though they are hindered by the current conditions, namely the Covid 19 outbreak, learning can be done anytime and anywhere.

#### b. Characteristics of E-learning

According to Tsai (2009), the characteristics of the online learning environment are identified as follows:

#### 1. Flexible time and Space

In online learning, the most significant character is being able to overcome time and place restrictions, students can do assignments anytime and anywhere as long as they have good internet access. This means that students are free to determine the time and place where they study and do assignments.

#### 2. Indirect social interaction

Some students feel happy with the interaction of teaching and learning indirectly because it can reduce anxiety when they meet directly with the teacher, but some other students find it difficult to understand the learning provided by the teacher through this online learning.

#### 3. Abundant Information Resources

This means that online learning students can find it easier to find sources of knowledge through the Internet according to what they want. Not only that, but students are also asked to find more accurate information, not only quoting but also having to listen and understand the lesson carefully.

#### 4. Dynamic Learning Interfaces

Interface design and system functions have a significant effect on student motivation, attitudes, and online learning achievement. An unstable online learning system always causes frustration and anxiety concerning online learning. Therefore, students need to understand the nature of internet

technology, the application of new systems, and approaches to dealing with them. Also, online learners need to know how to solve problems or what sources (eg online assistants) they can ask for help when they face frustration due to the learning system. Lastly, a positive attitude towards Internet technology is also necessary for successful online learning.

From the explanation above, we can see that there is a vast difference between online learning and conventional learning, wherein online learning students are not dependent on the teacher, students can search for learning resources through internet access and find more varied learning methods.

c. Type of E-Learning

According to Algahtani in Arkoful (2015), there have been some classifications based on the extent of their engagement in education. Some classifications are also based on the timing of interaction. Algahtani (2011) divided e-learning into two basic types, consisting of computer-based and internet-based e-learning.

According to Algahtani in Arkoful (2011), computer-based learning consists of software and hardware used to find information and communication tools, for example, computers are used as a substitute for traditional methods by providing interactive software as supporting tools in the classroom or as a tool for . . independent learning in outside the classroom. However, in computer-managed instruction, computers are used to store and retrieve information to aid educational management.

Internet-based learning according to Almosa in Arkoful (2014) is a further refinement of computer-based learning and makes content available on the internet. Zeitoun (2008) classifies these based on the extent to which the features are used in education, mixed or mixed, assistant mode, and fully online mode. Assistant mode complements traditional methods as needed. Mixed or mixed-mode offers short-term degrees to partly traditional methods. Fully online mode, the most complete of improvements, involves the exclusive use of networks for learning.

#### d. Aspects of online E-learning

Many of the studies stated that the E-learning learning method helped students' learning during Covid 19. According to Abdel –Maksoud (2019) this distance learning will run well if it is done by understanding the driver factor, satisfaction factor, and barrier factor. These three factors are the benchmarks for determining the results of the author's research.

The explanation of these three factors is as follows:

1. Drive factor

The driving factor occurs when the supporting factors in online learning are adequate, such as internet quota, hardware, software, and access costs that can be reached.

2. Satisfaction factor

Satisfaction with the use of e-learning has a very positive impact on users during the learning process during Covid 19 Muldiyanto in Yuliantoro (2015). There are several factors for user satisfaction in e-learning, namely user knowledge of e- learning, easy applications on e- learning, products of E-learning, and ease of use in e-learning.

### 3. Barrier factor

There are several inhibiting factors in using E-learning according to Citra Ika Putri, (2017), namely the lack of socialization about the use of E-learning for both students and parents, low literacy skills of teachers and students towards ICT subjects, and the lack of use of computers to access E-learning. So it can be concluded that the three factors above are the very influencing parental perception of the use of e-learning in the teaching and learning process during Covid 19.

#### e. Advantages and Disadvantages of E-Learning

##### 1. Advantages of E-Learning

Some studies give an advantage of e-learning as its ability to focus on the needs of individual learners. For example, Marc in Arkoful (2015) in his book review on learning strategies for delivering knowledge in the digital age noted that one of the advantages of e-learning in education is its focus on the needs of individual learners as an important factor in the process of education rather than on the instructors ', or educational institutions' needs. Some of the advantages that the adoption of eLearning in education, obtained from a review of literature includes the following:

a) Flexible when determining the time and place, each student is free to choose the place he wants to study. According to Smedley (2010) the application of ELearning makes students more flexible in determining the time and place when they want to study and do assignments or find information to increase their academic knowledge.

b) E-learning improves knowledge because of the ease of internet access that can be done anytime and anywhere

c) Through E-Learning, students can open online discussion forums, both with teachers and with classmates.

d) E-Learning is cost-effective, meaning that students only need to provide a quota for internet access, without requiring travel money and building needs.

e) By learning to use E-Learning students can position themselves in their way to be comfortable in learning.

f) The use of e-Learning allows self-pacing. For example, the asynchronous method allows each student to learn at their own pace and pace, both slow and fast. Because it increases satisfaction and reduces stress.

## 2. Disadvantages of E-Learning

According to Almost in Arkoful (2015) regardless of all the disadvantages of e-learning, there are a lot of benefits that inspire also encourage the search for ways to reduce disadvantages. The disadvantages of e-learning that have been given by studies include the following:

- a) E-Learning makes students less interacting directly with other individuals.
- b) Less effective in explaining the learning method from the teacher because some of the students understand it easier through face-to-face learning.
- c) Hurts the communication skills of students.
- d) In student assessment, it is not effective because E-Learning assessment cannot control cheating attitudes and other bad behavior.
- e) E-learning may be misled by acts of plagiarism
- f) E-learning can also cause congestion or heavy use of some websites.

#### **2.1.4 Covid 19 Outbreak**

On March 11 the World Health Organization (WHO) designated a new virus caused by severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) as a pandemic (WHO, 2020a). The outbreak started as a cluster of pneumonia cases in late December 2019 in Wuhan, Hubei Province, China (WHO, 2020b); it has now reached the scale of more than 12 million confirmed cases in 188 countries worldwide (Dong et al., 2020; (COVID-19 Dashboard, 2020).

Then the Minister of Education and Culture, Nadiem Anwar Makarim, issued Circular Number 4 of 2020 concerning the Implementation of Education in Emergency Coronavirus (Covid-19), one of which emphasizes that online (distance) learning is carried out to provide meaningful learning experiences for students, without having to sacrifice time not to study. Also, this distance learning provides students with an understanding of the importance of maintaining health

during this pandemic. Not only that, all activities are carried out from home, this is done to prevent the spread of the Covid 19 outbreak.

## 2.2 Relevance Studies

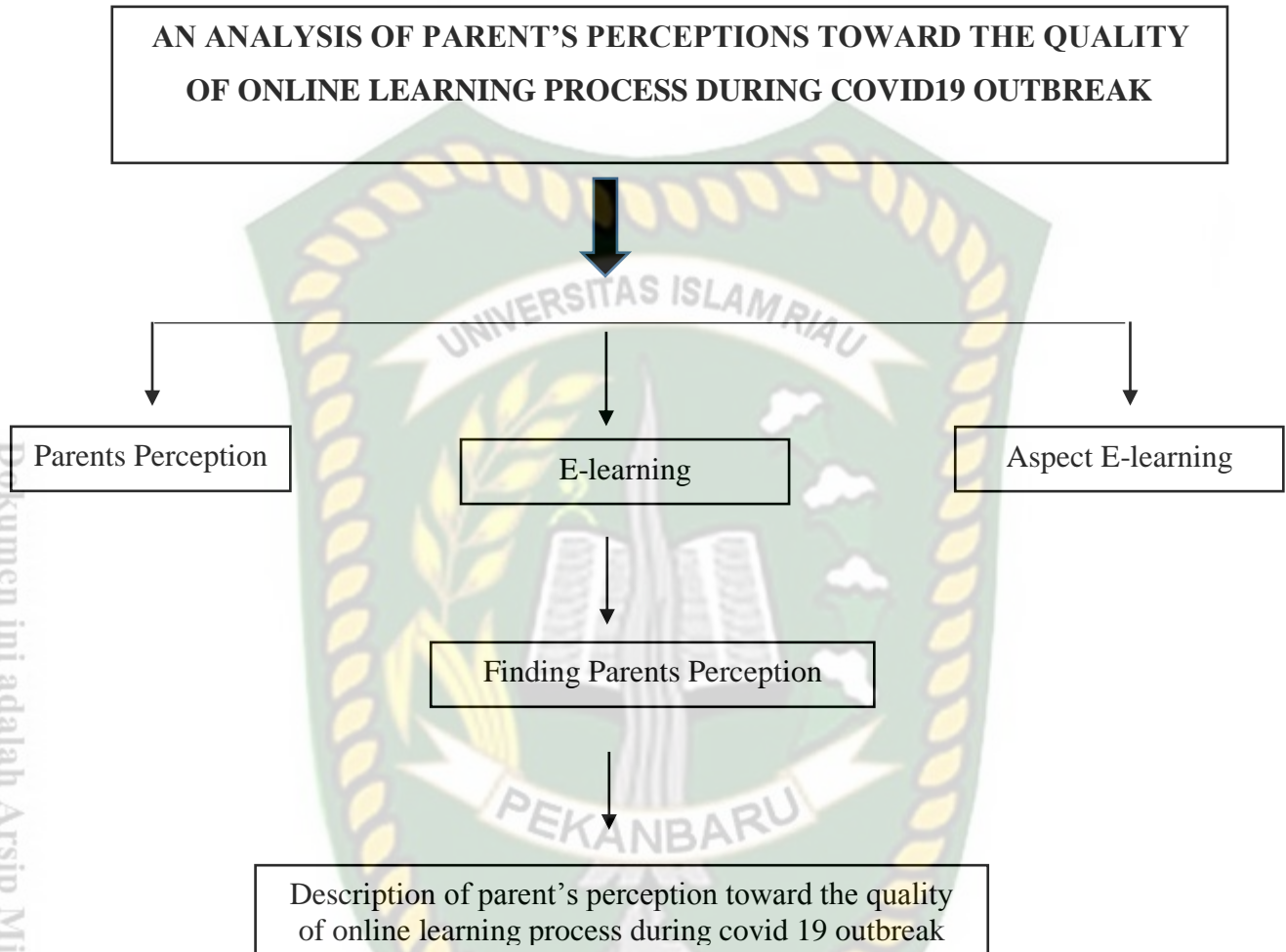
Several previous authors have researched with the title An Analysis of Parents Perceptions Toward The quality of students' English in online learning during Covid19 Outbreak, as follows:

- a. The first research is done by Siti Zakiyatul Lutfiah with the title "PARENTS' PERCEPTION OF ONLINE LEARNING AT HOME DURING PANDEMIC COVID-19 "vol 2 no 2 (July 2020), with the finding that parents have negative views or perceptions of online learning due to the large number of The obstacles they get from online learning are a) lack of facilities and infrastructure, b) parents are not ready to accompany children when children learn online, c) Students are not ready to learn online, d) there is no good interaction between teachers and students. So for this reason the authors conclude the negative perceptions of parents towards online learning.
- b. The second research is done by Andre Hasudungan Lubis and Zulkarnain Lubis ISSN- 2394-5125 VOL 7, ISSUE 18, 2020 with the title "PARENT'S PERCEPTIONS ON E-LEARNING DURING COVID-19 PANDEMIC IN INDONESIA". In this research was found that parents feel uncomfortable when their children use E-Learning as a substitute for traditional learning during the COVID-19 pandemic. They claim that E-

learning is bad at managing students' learning schedules, supporting their emotions, conveying learning material, and helping students to concentrate on learning. Apart from that, they also stated that traditional learning is more useful than E-Learning.

From the second studies that have been done above, it can be concluded that e-learning has not been fully accepted in society, especially parents, then the authors hope that the results of the next research will produce good results, which are expected to open awareness to parents who especially have low education that accompanying students when online learning is needed, then by holding back this research can be a solution to the problems faced by students, especially those who do not understand online learning.

### 2.3 Conceptual Framework



Based on the conceptual framework above, the author will explain in detail starting by observing the opinions or views of parents on the quality of their child's learning through online learning. Meanwhile, research on parental perceptions is needed in finding answers to the existing problem formulations. As for perception, it can be defined as a view or opinion or the result of parents' observations about online learning that have an impact on their current children.

Then the authors look for sources of E-learning used by children in the teaching and learning process during Covid-19. As for what the writer found, E-

Learning is a tool for learning tools that use a smartphone or computer and is equipped with an internet network, E-learning makes it very easy for teachers to provide learning material and be accepted by students and done at home.

After the discussion of E-Learning is complete, the author also discusses aspects of aspects that are in E-Learning, as for the aspects found in the journal Abdoel Maksoed (2019), namely, there are three (3) aspects in E-Learning, namely the Driver factor, namely the factor that provides goodness. or the benefits that can be felt by students in using E-Learning in facilitating the teaching and learning process during this pandemic. Then the second factor is the satisfaction factor, namely the feeling of satisfaction experienced by users after using E-learning or Attitude which shows a happy feeling towards the quality of this E-Learning.

After looking at the aspects in E-learning, it can make it easier for writers to classify parents' perceptions of E-learning learning into the three aspects listed.

#### **2.4 Assumption**

The author assumes that looking at parents' perceptions of online learning can find answers to existing problems, making it easier for writers to contribute to improving the quality of student learning, especially in English subjects.

## CHAPTER III

### RESEARCH METHODOLOGY

#### 3.1 Research Design

Based on the research title that has been selected, the researcher would be used descriptive qualitative methods. According to John W. Creswell (2013), qualitative research is a process of inquiry or research based on a different tradition of inquiry methodology that explores social or human problems . Meanwhile, according to Sarno, qualitative research functions to find, describe and explain the privileges of social influence that cannot be described through a quantitative approach Saryono (2010).

According to Bungin (2011), the problem in qualitative research is that it is in a narrow area, with a low level of variation, but has an unlimited depth of discussion. Meanwhile, problems in quantitative research are usually general, have a large area and a complex level of variation, but are located on the surface. Meanwhile, according to other experts, this qualitative research applies an inductive perspective, focuses on individual meanings, and translates to the complexity of a problem Creswell (2010).

Meanwhile, Moloeng (2009) stated that qualitative research is research that aims to understand the phenomenon experienced by research subjects involving behavior, perception, motivation, action and then described in the form of words in a special context and using natural methods.

Then for descriptive research, namely a research method that serves to describe or provide an overview of the object under study through sample or population data

as is Sugiyono (2011) and can describe the process from time to time in natural Situations without technical researchers, and can reveal a reasonable relationship between researchers and informants Sutopo (2003).

From some of the above theories, it can be summarized that the author is very appropriate in choosing this qualitative descriptive method to collect data and find out parents 'perceptions of improving the quality of students' English learning so that it will make it easier for the author to conclude the results of this study. Then the strong reason the researchers chose.

### **3.2 The Location and Time of The research**

This research would be conducted by distributing questionnaires to parents of grade XI students. Approximately 40 parents of students, so 40 questionnaires will be distributed. Then the subjects of the study were students of class XI MAN 1 Rokan Hilir.

### **3.3 Population and Sample of the Research**

#### **3.3.1 Population**

The population is the entire number of subjects to be studied by a researcher. For example, 1000 people are said to be a population because they are related in a study. Then in another opinion, it is said that literally, the definition of the population is all variables related to the topic in research.

The population is a generalization area consisting of objects/subjects that have certain qualities and characteristics that are determined by researchers to study and then draw conclusions. Sugiyono (2013)

According to Malhotra (2004) population Is a whole collection of elements that have several general characteristics, which consists of fields to be studied. the population is the whole group of people, events, or items that the researcher is interested in researching.

The population is the whole of the object or subject that has certain qualities and characteristics set by the researcher to study and then draw conclusions Sugiono (2005). So the population of this study was students of class XI MAN 1 Rokan Hole as many as 4 classes, totaling 152 students.

### **3.3.2 Sample**

Arikunto (2006) stated that the sample is a part or representative of the population studied. According to Sedarmayanti & Hidayat (2011), a sample is a small group that is observed and part of the population so that the characteristics and characteristics of the population are also owned by the sample. So the sample can define the sample as "several small parts or snippets drawn from the population". Then the sample from this study was taken using the purposive sampling formula with Class XI IPS 1 consists of 40 students.

### **3.3 Research instrument**

Moleong (2000) states that in searching for data, researchers rely more on themselves as a tool. This may be due to the difficulty in determining exactly what to study. Then according to Arikunto (2000), data collection instruments are tools selected and used by the authors to help achieve research results. So in this study, the researcher determined the instrument was a questionnaire adapted from

Abdel-Maksoed (2019) and interview. The following is the blueprint from the questionnaire and list from the question of interview :

Table 3. 1 Blueprint from the questionnaire

Indicators	Item
Driver	1,2,3,4,5,6,7,8,9
Satisfaction	10,11,12,13,14,
Barrier	15,16,17,18,19,20

Sugiyono (2016) suggests that a questionnaire or questionnaire is a data collection technique that is carried out by giving a set of questions or written author's statements to the respondent to answer, the answers provided are adjusted to a Likert scale. The following is the Likert scale form in the table.

Table 3. 2 Likert scale

Type	Score
Strongly Agree	5
Agree	4
Neutral	3
Disagree	2
Strongly Disagree	1

An interview is an interactive activity between two or more people to obtain the desired information or data. In this activity, the researcher will asks

some questions to the parents of students through chatting in the WhatsApp application. This technique is used to obtain data about parents' perceptions of the quality of students' English during online learning in the Covid-19 outbreak.

The following is a list of interview questions:

1. Does your child feel happy when learns by using E-Learning? If yes explain,If no explain.
2. In your opinion, whether your child can develop technological competence when using E-learning? If yes explain,If no explain.
3. Do you feel comfortable when your child participates in using E-Learning? If yes explain,If no explain
4. Do you recommend E-learning to others? If yes explain,If no explain
5. Do you have a problem accessing E-learning material due to an unreliable internet connection? If yes explain,If no explain

### **3.4 Data collection technique**

#### **3.4.1 Questionnaire**

A questionnaire is a set of questions or statements that will be addressed to the respondent and then filled in by the respondent himself. The author uses this technique to collect data about parents' perceptions of the quality of students' English during online learning in the Covid-19 outbreak by distributing questionnaires to the parents of 40 students with internet survey that is google form.

According to Ary et al (2010) internet survey is conducted online way, the researcher put the questionnaire on a website that constructed by the researcher and then the respondent can answer the question and submit the questionnaire online. The steps in implementing the questionnaire distribution (1) Before distributing the questionnaire, the researcher first asked permission from the principal of the MAN 1 Rokan Hilir school to conduct research, (2) Questionnaires were distributed via google form, (3) Then the homeroom teacher gives instructions via Whatsapp group to students so that their parents give them a response, (4) The questionnaire was distributed by 40 parents of class XI students.

#### **3.4.2 Interview**

The steps in conducting an interview:

1. Researchers ask permission to conduct interviews
2. Interviews were conducted in the form of a written interview
3. Interviews were conducted by chatting on WhatsApp and recorded
4. Then after the parents agreed, the interview was conducted at a mutually agreed time
5. The interview was conducted by 5 people and 5 questions, each of which had three indicators, namely the driver factor, satisfaction factor, and barrier factor.

#### **3.5 Data Analysis Technique**

Data analysis is the process of finding and systematically arranging the result data from questionnaires and interviews by organizing or managing and

choosing which ones are important and which ones need to be studied and then making conclusions so that they are easily understood by readers (Sugiono 2007). The data analysis technique used in this study is a qualitative analysis of the Google form results that have been obtained and then analyzed according to the percentage results shown from the results of the Google form.

The meaning of google form is a service from the google application that makes it easier for researchers to make surveys such as questionnaires then distributed via a link and filled in by respondents and google can help make it easier to collect or collect data with clear percentage results. Then for interviews carried out through messages with WhatsApp application as many as 5 parents of students by recording the screen, after which the researcher analyzed the answers to the interview that had been given by the parents of the students.

from the questionnaire use the following formula of Likert scale:

$$T \times P_n$$

Description:

T: The total number of respondents who voted

P<sub>n</sub>: Likert scale score numbers selection

Total score = the sum of the results of each TxP<sub>n</sub>

Maximum score = number of respondents x highest Likert score

Minimum score = number of respondents x lowest Likert score

Indeks (%) = (Total score / Maximum score) x 100

Rating Interval:

Index 0% - 19.99%: Strongly Disagree

Index 20% - 39.99%: Disagree

Index 40% - 59.99%: Neutral

Index 60% - 79.99%: Agree

Index 80% - 100%: Strongly Agree

(Pranatawijaya et al, 2019)

Meanwhile, this research is using google form for the questionnaire, in the google form menu there is a "summary" tab, the summary tab contains the percentage of respondents who voted. So, the results of the analyzed data have been seen on Google Form and will use the assessment interval as shown in the table above.

## CHAPTER IV

### RESEARCH FINDINGS

#### 4.1 Data Presentation

In this chapter, the researcher presents data obtained from parents' perceptions of the quality of online learning for children through questionnaires and interviews. Then the data was taken from the parents of class ix students of MAN 1 Rokan Hilir, the researcher took data from as many as 40 parents of students as a sample. After obtaining it, the researcher presents the data according to the response to the statement from the questionnaire that has been distributed via a google form as follows:

##### 4.1.1 Driver factor

The driver factor is the driving factor for the success of online learning to occur or things that support online learning easily and comfortably, for example, the fulfillment of facilities and infrastructure in online learning such as computers, cellphones, and adequate quota of internet and networks.

Table 4. 1 Statement Item the Diver factor

No.	Statement
1	In my opinion, my child can understand the material even though the learning process is carried out using e-learning.
2	In my opinion, my child feel happy when learns by using E-learning
3	In my opinion, my child easily get the learning resources while using e-learning
4	In my opinion, my child can still concentrate while learning by using e-learning
5	In my opinion, my child can develop his technological competence while he / she using E-learning
6	In my opinion, e-learning can help improve my child's communication skills
7	In my opinion, e-learning can help to arrange my child learning schedule.
8	In my opinion, e-learning is more beneficial than traditional learning in school for my child
9	It was easy to organize me learning activities during e-learning.

The results of the presentation from driver factor:

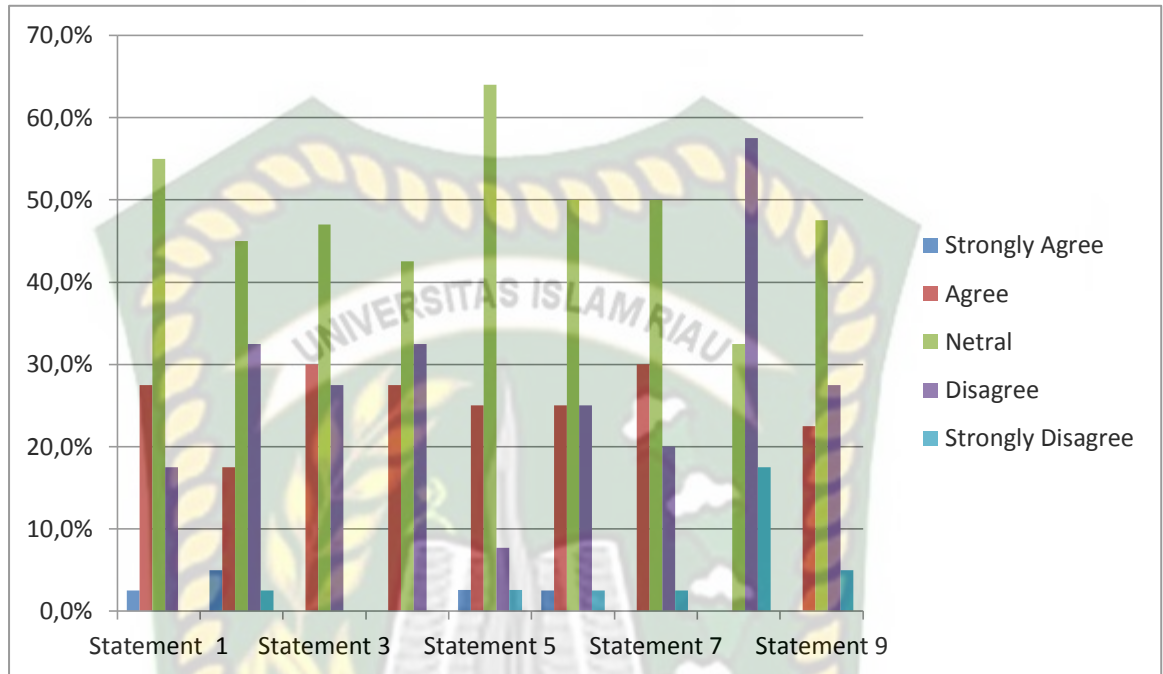


Figure 4. 1 The Percentage of Parent Perception on Driver factor

#### 4.1.2 Satisfaction factor

The satisfaction factor is the positive impact of e-learning users when using e-learning as a learning tool during Covid-19. Or a convenience experienced by users when they already have a good understanding of e-learning, so technology ignorance may be very little in this factor.

Table 4. 2 Statement from the Satisfaction factor

No.	Statement
10	In my opinion learning through e-learning is contributing to the personal development of my child
11	In my opinion learning through e-learning can develop my child's skill
12	I feel comfortable when my child participates in using e-learning
13	I would recommend this e-learning to other to use
14	Overall, I am satisfied while my child is using e-learning

The results of the presentation from satisfaction factor:

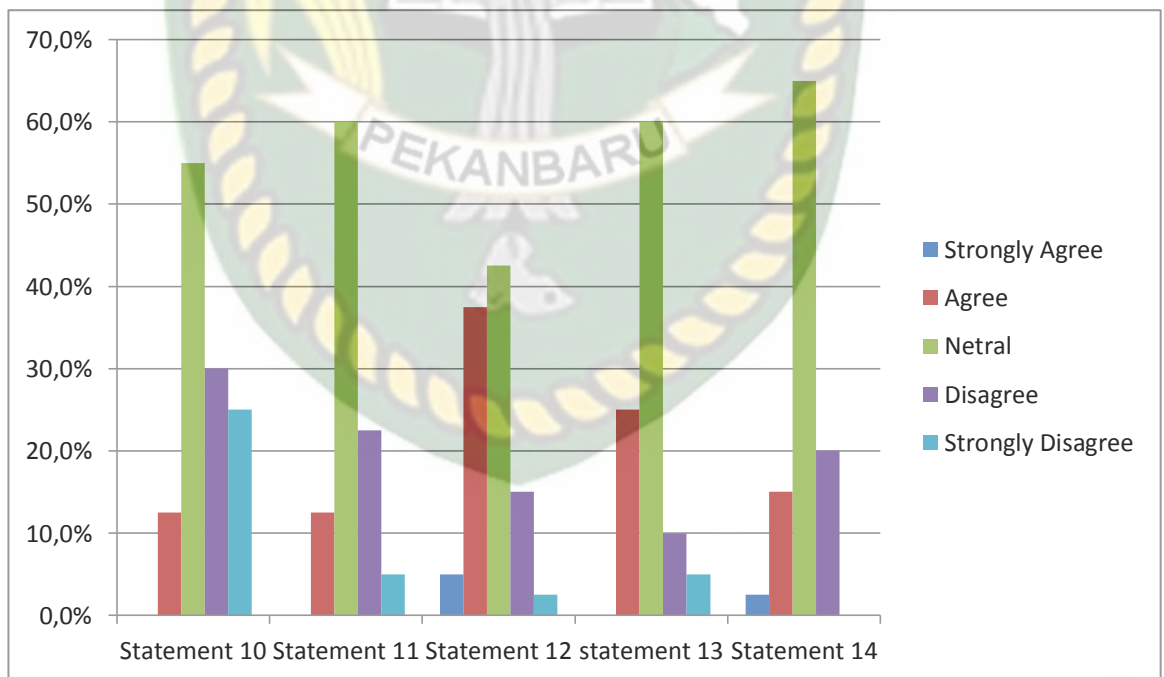


Figure 4. 2 The Percentage of Parent Perception on Satisfaction factor

### 4.1.3 Barrier factor

Barrier factor is a factor inhibiting users when using e-learning, this can be due to the lack of socialization of teachers to students regarding the use of technology especially in ICT subjects, this is also due to a lack of facilities and infrastructure at school so that children do not understand technology, besides that for parents, most of the parents are uncomfortable in using smartphones, it's because they don't understand how to use it. Then when they are faced with this situation, they feel that they are not important to accompanying children when learning online.

Table 4. 3 The Statement Item from the Barrier factor

No.	Statement
15	In my opinion, the lack of a child's ability to use various types of technology is a barrier for him / her to use e-learning
16	In my opinion, the lack of digital devices (cellphones, smartphones, laptops, tablets, etc) is a barrier for my child to use e-learning
17	In my opinion, the internet connection is a barrier for my child to access e-learning.
18	In my opinion, the limitations of the electricity are also a barrier for my child to access e-learning
19	In my opinion, the absence of a mentor / instructor is a barrier for my child to use e-learning.
20	I had a problem accessing e-learning material due to unreliable internet connection.

The following are the results of the presentation of Barrier factors

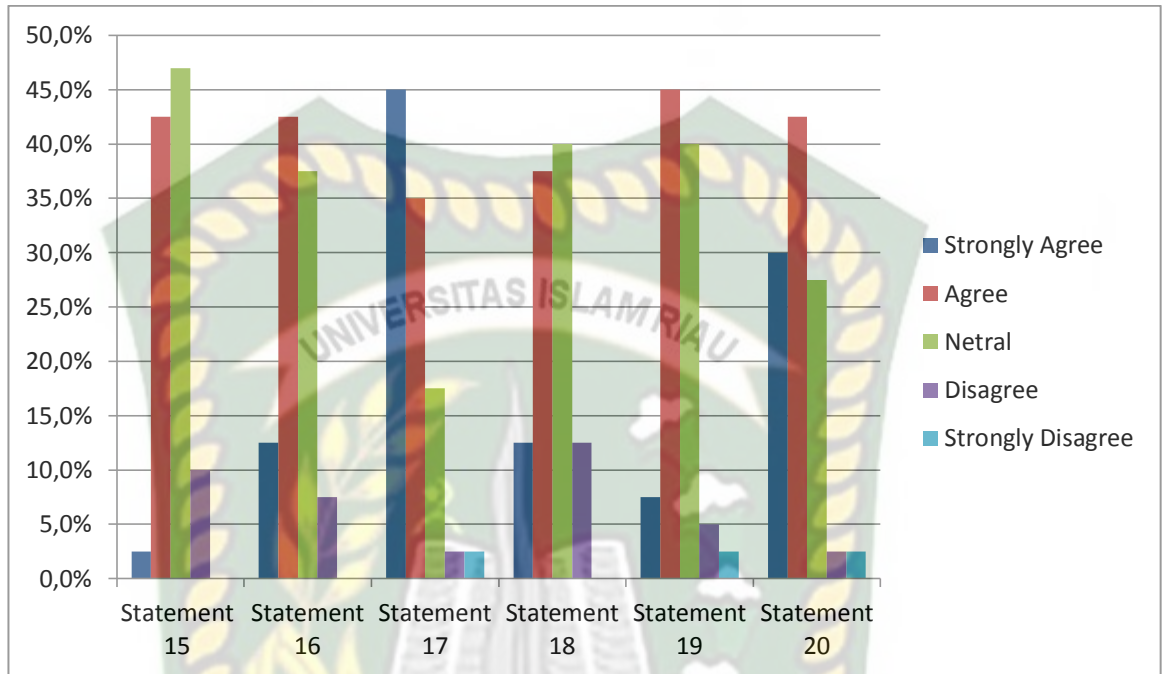


Figure 4. 3 The Percentage of Parent Perception on Barrier factor

## 4.2 Data interpretation

### 4.2.1 Driver factor

In online learning that is applied by the government at this time, it is very influential on the quality of student knowledge of learning material. The driving factor is the main reason for the running of the e-learning process well, the driver factor is very influential on the success rate of e-learning users to achieve learning goals, such as accessing and delivering learning materials requiring an internet connection, and data packages Rahmawati et al (2020) are needed.

Besides, motivation and parental supervision also greatly affect the enthusiasm for student learning in this e-learning. Students will feel bored when they are in front of a cellphone or laptop when online learning is taking place, they will experience a lot of material acceptance from the teacher and tasks that must be done, therefore driver factors in e-learning such as internet networks, internet quotas, and adequate facilities will support the quality of student learning.

Based on the statements contained in the questionnaire that is by the Driver factor, namely the distribution from number 1 to number 6, it can be seen from each statement that has been given a response by the parents of students from class IX as many as 40 parents.

By the questionnaire that has been distributed via a google form, the first statement is "in my opinion, my child can understand the learning material even though the learning process is carried out using e-learning" Based on the responses that have been given, the researcher found that the majority of parents prefer neutral, namely as many as 22 people or 55% who gave neutral responses. This means that the parent's perception of the first statement is that their child has been able to receive the learning material well but is not yet perfect, while those who gave the response agreed only 11 people or 27.5% then the responses strongly agreed only 1 person or 2.5% after that for responses disagree as many as 7 people or 17.5% and who strongly disagree no one gives a response.

For the second statement, namely "in my opinion, my child feels happy when he/she learns by using e-learning" Based on the responses from the parents of the students, the majority of them gave more responses to neutral choices,

namely 18 people or 45%, then 2 people strongly agreed or 5% and agreed as many as 7 people or 17.5% disagreed with 13 people or 32, 5% and strongly disagree as much as 1 person or only 2.5%.

Then the third statement is "in my opinion, my child can easily get the learning resources while using e-learning" based on the response from the third statement. Most of the parents chose a neutral response, namely 19 people or 47% then who chose 12 people or 30% agreeing responses and 11 people or 27.5% disagreeing responses, while for the responses strongly agree and strongly disagree no one chooses.

The fourth statement is "in my opinion, my child can still concentrate while learning by using e-learning" based on the responses from the statements of the four parents preferring more neutral responses, namely 17 people or 42.5% then disagree as many as 13 people or 32.5% and those who agree with 11 people or 27.5% then for the responses strongly agree and strongly disagree. agree no one responded.

The fifth statement is "in my opinion, my child can develop His technological competence while he/she uses e-learning "based on the fifth response, most parents in class IX gave neutral responses, namely 25 people or 64% then those who agreed were 10 people or 25% and those who disagreed were 3 or 7 people. 7% and those who strongly agreed were 1 person or 2.5% and 1 person strongly disagreed or 2.5%.

Then for the sixth statement "In my opinion, e-learning can help improve my child's communication skills" for the sixth statement the majority of parents gave neutral responses as many as 20 people or 50%, then 10 people or 25% agreed and disagreed as many as 10 people or 25% and 1 person strongly agree or 2.5% and 1 person strongly disagrees or 2.5%.

The seventh statement, namely "in my opinion, e-learning can help to arrange my child's learning schedule" in this statement some parents gave neutral responses, namely as many as 20 people or 50% and those who agreed were 12 people or 30% and those who disagreed as many as 8 people or 20% then strongly agree as much as 1 person or 2.5% and strongly agree that no one gives a response.

The eighth statement, namely "in my opinion, e-learning is more beneficial than traditional learning in school for my child" in this statement most of the parents gave disagreement, namely 23 people or 57 people., 7% then were neutral as many as 13 people or 32.5% and those who strongly disagreed were 7 people or 17.5% while for the responses that agreed and strongly agreed no one gave a response.

In the ninth statement, namely "it was easy to organize my learning activities during e-learning" in this statement, parents gave more neutral responses, namely 19 people or 47.5% and as many as 11 people or 27.5% disagreed. 9 people agree or 22.5% and 2 people or 5% strongly disagree.

#### 4.2.2 Satisfaction factor

The utilization of information technology in education is something that has been done by almost all educational bodies. The utilization of information technology has been carried out in almost all schools in Indonesia. The utilization of Information Technology is used to assist the learning process in the classroom and as a tool in the teaching and learning process to create learning objectives.

One of the uses of Information Technology in the field of education is the application or use of e-learning in the learning process, the level of satisfaction in the use of e-learning is very influential in technological development. There is also an understanding of the satisfaction factor in e-learning is that e-learning can meet the needs of users, especially students in internet access, to support teaching and learning activities to run smoothly, besides that, a good network will greatly affect user satisfaction. understanding information system user satisfaction is an achievement of the expectations that users have to get information that is needed in an information system that has been accessed by the user himself Darwi R.A & Efrizon (2019)

On the satisfaction factor, there are 5 statements, namely numbers 10 to 14, in each statement contain the respondent's level of satisfaction with the use of e-learning as a means and infrastructure for learning during current conditions, along with a review of each statement that has been given a response by the respondent.

The tenth statement in the satisfaction factor, namely "In my opinion, learning through e-learning is contributing to the personal development of my

child" in this statement the majority of respondents gave neutral responses, namely as many as 22 people or 55% and disagree as many as 12 people or 30% then agree as many as 5 people or 12.5% and strongly disagree as much as 1 person or 2.5% and strongly agree that no one gives a response.

Statement eleventh, namely "in my opinion, learning through e-learning can develop my child's skills" in this statement most of the parents gave neutral responses, namely 24 people or 60% and disagree as many as 9 people or 22.5% and agree as many as 5 people. 2 people or 12.5% strongly disagree or 5% then strongly agree no one gives a response.

The twelfth statement namely "I feel comfortable while my child participates in using e-learning" in this statement parents give the highest response to neutral responses, namely 17 people or 42.5% and agree as many as 15 people or 37.5% then disagree as many as 6 people. or 15% and strongly agree as much as 2 people or 5% and strongly disagree as much as 1 person or 2.5%.

The thirteenth statement, namely "I would recommend this e-learning to others to use" in this statement the parents as respondents gave the most responses to neutral, namely 24 people or 60%, then as many as 10 people or 25% agree and disagree as many as 4 2 people or 10% strongly disagree and no one gives a response to strongly agree.

The fourteenth statement is "overall, I am satisfied while my child is using e-learning" In this statement, parents as respondent gave the most responses to neutral, namely as many as 26 people or 65%, and disagree as many as 8 people

or 20%, agree as many as 6 people or 15%, strongly agree as many as 1 people or 2.5% and strongly disagree no one responded.

### **4.2.3 Barrier factor**

The inhibiting factor of online learning is that the teacher cannot explain it optimally because of changes in learning methods and systems. It takes time to adapt for teachers, parents, and students. Teachers, parents, and participants are likely to be able to guide their children in learning. Even then, not all subjects, in certain subjects, it is still difficult for parents to learn and guide their children (Daheri, et al 2020). The last factor is the economic factor in buying quotas (internet data packages). This is the reason parents object because they have to set aside money to purchase internet quota in addition to paying for necessities.

According to Lailatussaadah et al (2020), there are 3 inhibiting factors in e-learning, namely the first factor is the inability to master information technology and telecommunications, the second, the internet network, the third implementation time, and commitment with the instructor. That means that mastery of technology is very influential in supporting the successful use of e-learning. The absence of facilities such as cellphones and laptops is also an inhibiting factor in the use of e-learning.

In the barrier factor, there are 6 statements, namely numbers 15 to 20, in each statement the researcher wants to know what is the barrier to e-learning users such as students and parents who supervise their children when learning online. We know that many e-learning users find it difficult when dealing with e-learning, here are the results of the responses from parents as respondents.

The fifteenth statement in the barrier factor, namely "In my opinion, the lack of a child's ability to use various types of technology is a barrier for him/her to use e-learning" in this statement the parents gave the most responses to neutral, namely 19 people or 47% then agreed as much as 17 people or 42.5% and 4 people or 10% disagree strongly agree with 1 person or 2.5% while strongly disagree no one responds.

The sixteenth statement namely "In my opinion, the lack of digital devices is a barrier for my child to use e-learning" in this statement the parents gave the most responses to agree, namely 17 people or 42.5% then neutral as many as 15 people or 37.5 % and strongly agree as many as 5 people or 12.5%, disagree as many as 3 people or 7.5% while for strongly disagree there is no response.

The seventeenth statement namely "In my opinion, the internet connection is a barrier for my child to access e-learning" in this statement the most responses were strongly agreed, namely 18 people or 45% then agree as many as 14 people or 35% and neutral as many as 7 people or 17.5%, 1 person disagrees or 2.5% and 1 person strongly disagree or 2.5%.

The eighteenth statement namely, In my opinion, the limitation of the electricity is also a barrier for my child to access e-learning 5 people agree or 12.5%, 5 people disagree or 12.5% while very much disagree no one responds.

The nineteenth statement namely "In my opinion, the absence of a mentor/instructor is a barrier for my child to use e-learning" in this statement the most responses were in agreeing as many as 18 people or 45% then neutral as

many as 16 people or 40% and strongly agree as many as 3 2 people or 7.5%, disagree with 2 people or 5% while strongly disagree there is 1 person or 2.5%.

The twentieth statement is "I had a problem accessing e-learning material due to unreliable internet connection" in this statement the highest response was agreed, namely 17 people or 42.5% then strongly agree as many as 12 people or 30% and neutral as many as 11 people or 27.5 %, disagree as much as 1 person or 2.5% and strongly disagree also there is 1 person or 2.5%.

### 4.3 The interview analysis

Interviews were conducted by researchers to support the results of the questionnaire, following the results of interviews conducted by researchers as follows:

No	Initials	Time	Profession
1	RSW	28 Maret 2021	Teacher
2	ANT	29 Maret 2021	Teacher
3	YYN	29 Maret 2021	Housewife
4	RTN	30 Maret 2021	Housewife
5	AMN	30 maret 2021	Housewife

#### 1. RSW

Q : Assalamualaikum wr wb , maaf ibuk mengganggu waktunyaa , saya Fitri Lilisari yang menyebarkan questioner lewat google form kemaren yg di Man , maaf buk saya butuh bantuan ibuk untuk wawancara saya , tadi sudah konfirmasi ke anak ibuk , apa kah bisa saya mewawancarai ibuk sekarang

R : Waalaikumussalam, silahkan

Q : Baik bu , saya mulai dengan pertanyaan pertama , bagaimana menurut ibu pembelajaran online saat ini ?

R : Menurut saya pembelajaran online tidak efektif karena banyak materi yg tidak tersampaikan pada anak & anak sulit untuk mengerti materi yg diberikan.

Q : Jadi belajar online ini tidak menyenangkan ya bu , bagi anak ?

R : Bisa dibilang seperti itu lah , jika dibandingkan dgn sekolah tatap muka anak jauh lebih mngerti materi yg disampaikan dibandingkn dgn belajar online

Q : Bisa dibilang seperti itu lah , jika dibandingkan dgn sekolah tatap muka anak jauh lebih mngerti materi yg disampaikan dibandingkn dgn belajar online, Lalu bagaimana dengan pengembangan teknologi , apakah dengan menggunakan belajar online , kemampuan teknologi anak ibuk bertambah ?

R : Menurut saya sama saja, karena disekolah juga ada pelajaran TIK..

Q : sama aja itu maksudnya meningkat atau menurun ya bu ?

R : Standar lah

Q : Baik bu , kemudian ibuk sebagai orang tua stuju nggak dengan adanya belajar online ini ? dan apakah ibuk akan merekomendasikan belajar online sebagai sarana pembelajaran kepada orang lain?

R : Lebih setuju nya belajar tatap muka saja & tetap mematuhi protokol kesehatan, tidak .

Q : Kalau saya boleh tau apa saja masalah yang dialami siswa ketika belajar online dirumah ?

R : Kendala yg sering dialami mngkin pada koneksi internt yg kurang bagus jadi ada beberapa tugas anak yg terlambat dikumpulkn.

Q : Jadi dari pembicaraan kita tadi dapat kita simpulkan bahwa , anak tidak nyaman yaa bu dengan belajar online ini ?

R : Iya , lebih nyaman ny sekolah tatap muka walaupun tidak senormal sebelum pandemi..

Q : Oke baik lah bu , terima kasih bnyak telah menyempatkan waktu nya hari ini untuk saya , semoga kebaikan ibu dibalas oleh Allh swt,

R : Aamiin.. Smoga sukses skripsi nya.

Q : Amin Ya Allah

No	Respondent	Statement	Driver	Satisfaction	Barrier	The result from interview
1	RSW	Does your child feel happy when learns by using E-Learning?	No, because e-learning is not effective.			Based on the results of interviews with RSW, it was found that parents prefer to study at school only while adhering to health protocols, and the application of e-learning is considered ineffective as a learning tool.
		In your opinion, whether your child can develop technological competence when using e-learning?	I think it's the same because at school I also learn TIK subjects			
		Do you feel comfortable when your child participates in using E-Learning?		yes not comfortable, more comfortable with studying at school		
		Do you recommend E-learning to others?		no, it's better to study at school as usual.		
		Do you have a problem accessing E-learning material due to an unreliable internet connection?			the difficulty of internet connection	

## 2. ANT

Q : Assalamualaikum wr wb , perkenalkan nama saya Fitri Lilisari mahasiswa dari universitas Islam Riau, selamat sore buk Anita , maaf mengganggu waktu nya ,

saya ingin mewawancarai ibuk mengenai pembelajaran online saat ini , jika ibuk berkenan pakah saya bisa minta waktu ibuk sebentar untuk wawancara ?

A : Waalaikumsalam, Iya silahkan nak

Q :Terima kasihh bnyak bu sudah meluangkan waktunya ,kita mulai ya bu untuk pertanyaan pertama , apakah anak ibu merasa nyaman atau senang ketika pem belajaran online ini diterapkan?

A : Menurut sya selagi mempunyai dampak yg positif bagi anak sya, sya senang senang saja dan Sampai saat ini sya masih senang anak sya belajar menggunakan handpon

Q : Apakah ibu tidak keberatan ketika ibu harus mendampingi anak ketika belajar online , ya bnyak kita dengar dari orang tua bahwa mereka lebih menyukai belajar lgsg kekelas?

A : Jika saya mempunya waktu kosong tidak masalah jika harus menemankan anak sya belajar secara online, tapi saya juga berharap agar tatap muka segera diterapkan

Q : Oke baik , lalu apakah ada kemajuan terhadap kualitas belajar anak ibu , terkhususnya mata pelajaran b.inggris dan pengembangan teknologi nya?

A : Saya lihat sampai saat ini masih tetap sama ya

Q : Maksudnya menurun atau meningkat ya buk , maaf

A : Meningkatkan namun tidak banyak

Q : Baik bu , trus ada nggak masalah yang ibu dan anak ibu alami ketika belajar online dari rumah?

A : Terutama masalah jaringan, terkadang jaringan tiba2 hilang ketika belajar

Q : Itu saja buk masalahnya ??

A : iya

Q : Jadi ibuk nyaman nggak kalau anak belajar dari rumah menggunakan pembelajaran online ?

A : Nyaman saja nak

Q : Apakah ibuk juga akan merekomendasikan pembelajaran online ini kepada org lain?

A : Ya, tentu

Q : Jadi dapat disimpulkan ibu setuju dengan pembelajaran online ini ya bukk?

A : Bisa dibilang seperti itu

Q : Baik lah bu , terima kasih atas waktunya ,Maaf ya bu telah mengganggu waktunya, Wassalamualaikum wr wb

A : Baik nak sama sama

No	Respondent	Statement	Driver	Satisfaction	Barrier	The result from interview
2	ANT	Does your child feel happy when learns by using E-Learning?	I think yes			Based on the results of interviews with ANT, the results obtained by parents view e-learning as a learning tool well, but the inhibiting factor, namely the bad internet network, makes children not bothered when receiving material from their teacher and do not understand what the teacher says.
		In your opinion, whether your child can develop technological competence when using e-learning?	Yes, my child technology and English skills have improved a little			
		Do you feel comfortable when your child participates in using E-Learning?		Yes,		
		Do you recommend E-learning to others?		Yes, of course		
		Do you have a problem accessing E-learning material due to an unreliable internet connection?			of course the network problem that suddenly goes away	

### 3. YYN

Q : Assalamualaikum wr wb , selamat siang buk, benar ini dengan orang tua dari Putra Wahyudi ? Maaf buk mengganggu waktu nyaa , saya mahasiswa dari Universitas Islam Riau , bolehkah saya minta waktu ibu sebentar ,untuk interview?

Y : Walaikumsalam

Q : Apakah ibu sedang sibuk ?

Y : Tdk

Q : Boleh saya minta waktu ibu sebentar , saya mau mewawancarai ibuk dengan chat ini , tapi sebelumnya saya melakukan rekam layar sebagai bukti ke pembimbing saya .

Y : Ya

Q : Apakah anak ibu merasa senang dengan pembelajaran online saat ini bu ?

Y : Tdk sepertinya, dia gk suka ngerjain pr yg banyak itu. Stres dia nampaknya

Q : Jadi anak ibu merasa tertekan yaa bu , ketika ada tugas yg diberikan guru melalui online ?

Y : Ya, dia gk ngerti sama pelajaranya

Q : Okee baik bu , lalu apa kah anak ibu kurang pemahaman didalam teknologi ?

Y : Ya ngerti dek

Q : Okee baik , mnurut ibuk apa saja yang menjadi masalah pada anak ketika pembelajaran online berlangsung?

Y : Yo itu tadi, Dia ga ngerti ngerjain pr nya

Q : Kalau maslah jaringan aman ya buk ?

Y : Sinyal dsni kurang bagus jga

Q : Baik bu , apakah ibu akan merekomendasikan ke teman2 ibu untuk menggunakan online learning sebagai media pembelajaran?

Y : ya nggak , saya lebih setuju masuk kesekolah

Q : Oke baik bu , terima kasihh yaa bu waktunya , terima kasih sudah membantu sayaa , semoga kebaikan ibu dibalas oleh Allah swt amin.

No	Respondent	Statement	Driver	Satisfaction	Barrier	The result from interview
3	YYN	Does your child feel happy when learns by using E-Learning?	No, because my child never learning at home			Based on the results of interviews with YYN, the inhibiting factor in using e-learning is the lack of mastery of technology skills, this is the case with YYN. As a parent, he does not accompany his child when studying online due to a lack of understanding of technology, besides that the network and internet quota factors are one of the main reasons why online learning does not run smoothly.
		In your opinion, whether your child can develop technological competence when using e-learning?	Yes, because my child every day just play they smartphone. So I think yes			
		Do you feel comfortable when your child participates in using E-Learning?		No		
		Do you recommend E-learning to others?		No		
		Do you have a problem accessing E-learning material due to an unreliable internet connection?			My child does not understand learning materials and internet networks that are difficult to access	

#### 4. RNT

Q : Assalamualaikum buk , selamat siang , saya Fitri Lilisari yg kmaren menyebar kan questioner untuk wali murid kelas XI , maaf buk mengganggu waktunyaa , bolehkah saya minta waktu ibu untuk interview sebentar ?

R : Walaikumsalam, iya

Q : Baik bu terima kasih bnyak bu, Saya mulai dengan pertanyaan pertama ya bu , bagaimana mnurut ibu mengenai pembelajaran online saat ini , apakah menyenangkan bagi anak atau tidak

R : Menurt saya belajar onlen ni boleh saja dilakukan karena korona ni kan, tapi karena udah satu tahun lebih anak saya tidk sekolah saya merasa anak saya tidak ada peningkatan sama prestasi nya, jadi tidak menyenag kan bagi saya dan anak saya juga selerti nya.

Q : baik, lalu apa saja kendala atau masalah yang terdapat didalam pembelajaran online ini ?

R : yang pastinya dirumah saya sangat sulit mengakses internet, trus anak saya minta belikan hp, terus minta beli kuota. Kemudian anak saya jarang belajar dirumah

Q : Hemm tapi bu dengan belajar online anak bisa mengembangkan teknologi nya kan ? Maksudnya dya bisa tau berbagai aplikasi belajar yg bagus.

R : Iya , tapi saya pusing liat anak sya belajar paki hape terus dirumah , jadi jarang baca buku mereka ni

Q : Oke baik bu , jadi ibu merekomendasikan atau menyarankan penggunaan belajar online ini kepada teman2 ibu atau tidak ?

R : Tidak

Q : Baik bu , saya rasa informasi dari ibu cukup jelas dan saya ucapkan terima kasi banyak atas jawabannya , semoga kebaikan ibu dibalas oleh Allah swt , amin , sekali lagi terima kasi bnyak bu ,

R : Iya, sama sma

No	Respondent	Statement	Driver	Satisfaction	Barrier	The result from interview

4	RNT	Does your child feel happy when learns by using E-Learning?	No			Based on the results of the interview, parents feel that students have decreased The quality of learning because students are not serious about online learning and even only play games during online learning.
		In your opinion, whether your child can develop technological competence when using e-learning?	Yes, of course, but my child use the smartphone every time.			
		Do you feel comfortable when your child participates in using E-Learning?		No, because with e-learning my child there is no increase		
		Do you recommend E-learning to others?		No		
		Do you have a problem accessing E-learning material due to an unreliable internet connection?			it is difficult to network the internet, so my child asked me to buy a cellphone to learn this, buy packages constantly, rarely learn. Also seldom open books because of learning to use the internet.	

5. AMN

Q : Assalamuakaikum wr wb , Selamat sore bu , maaf mengganggu waktunya , saya Fitri Lilisari yang menyebarkan questioner kmren untuk wali murid , jika ibu tidak keberatan bolehkah saya minta waktu ibu sebentar untuk wawancara bu ?

A : Waalaikumsalam iya boleh

Q : Terima kasih bu , tapi saya minta izin ya bu , saya melakukan rekam layar untuk sebagai bukti ke pembimbing saya ,

A : Iya boleh, tidak apa

Q : Baikk bu , kitaa mulai pertanyaan pertama ya , bagaimana menurut ibu mengenai pembelajaran online saat ini , apakah menyenangkan bagi anak atau malah menjadi bobot stress bgi anak ?

A : Karenaa berdasarkan observasi saya rata2 anak mengalami stress ketika belajar online dari rumah, Menyenangkan bagi anak dirumah saya karna banyak waktu dirumah dan bisa bersantai, dapat membantu saya jualan dirumah dek, dan menjadi bobot stres nya adalah ketika anak menjadi bermalas malasan dirumah, jaringan jelek, apalagi membeli kuota, karna saya tidak punya wifi dirumah dek

Q : Oooo jadiiii yg menjadi permasalahan dirumah itu koneksi internet yaa buk , lalu apakah ibu merasa perkembangan teknologi pada anak ibu dalam penggunaan komputer atau pun hp meningkat, semenjak adanya belajar online ?

A : Iya dek, menurut saya perkembangan teknologi pada anak saya meningkat selama Corona ini,sebab saya juga tidak terlalu mengerti tentang teknologi ini dek

Q : Bagaimana klau terhadap mata pelajaran bahasa inggris anak ibu Apakah ada peningkatan Atau malah penurunan?

A : Ibu tidak memperhatikan bagaimana peningkatan anak ibudek, tapi ibu sering melihat dia belajar dengan menggunakan hp atau leptopnya dikamar.

Q : Oke baik bu , kalau nilai ulangan nya bagaimana bu ?

A : Kalo nilai ulangan anak ibu bagus, ya alahmdullilah lah

Q : Jadii menurut ibu pada pembelajaran online saat ini nyaman nggak diterapkan ?

A: Tidak dek, karna anak ibu selalu main hp, ibu tidak tahu apakah dia bljr atau tidak selama dia melihat hp dan leptopnya, jdi lebih bagus dia belajar disekolah dek.

Q : Baik bu , kita doakan saja yaa bu corona ini cepat hilang , supaya belajar disekolah dapat dilakukan kembali , Pertanyaan terakhir apakah ibu akan menyarankan keteman2 ibu untuk menggunakan online learning ini sebagai media untuk belajar anak nya Sebagaimana kita ketahui bersama kalau dibagan siapi2 banyak sekali yang meremehkan pembelajaran online ini dan sangat tidak efektif menurut beberapa orang tua

A : Amiin. Semoga cepat hilang lah korona ini, Ibu tidak mau menyarankan ke teman teman ibu krna seeptri yg adek bilng tidak sangat efektif jika belajar onlen dirumah dek.

Q : Lalu apa saran ibu untuk anak supaya tetap mau belajar , dikondisi kita seperti ini

A : Saran ibu sering memberikan tugas kepada anak supaya dia tetap belajar dan membaca, dan tidak membuat anak menjadi bosan dalam belajar

Q : Oke baik bu , jawaban ibu sangat membantu saya untuk tugas akhir saya , terima kasihh atas waktu nyaa ,

A : Iya dek sama sama

No	Respondent	Statement	Driver	Satisfaction	Barrier	The result from interview
5	AMN	Does your child feel happy when learns by using E-Learning?	I think my children are happy because they can help me work			Based on the conversations with the parents of these students, information was obtained that online learning was very ineffective at MAN 1 Rokan downstream, because most of the problems experienced by students were poor network connections, thus disrupting
		In your opinion, whether your child can develop technological competence when using e-learning?	Yes, of course			
		Do you feel comfortable when your child participates in using E-Learning?		No, because my child is always playing on the cellphone		

				and doesn't care about the teacher's assignment		students' concentration when learning.
		Do you recommend E-learning to others?		No , because e-learning not Effective		
		Do you have a problem accessing E-learning material due to an unreliable internet connection?			bad internet network.	

#### 4.3.1 Word cloud from interview

The word cloud is made to make it easier for researchers to find words that often appear so that it makes it easier for researchers to analyze data from the interview results, so the following are the results of the word cloud from the interview data :

Indicators	Word cloud
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Barrier Factor



Figure 4. 4 Word Cloud

Dokumen ini adalah Arsip Miik :

Perpustakaan Universitas Islam Riau

#### 4.4 The result of interpretation the analysis questioner and interview

Most of the respondents gave neutral responses to statements on the driving factor, namely 64%, this means that parents are still doubtful about this choice because they are not familiar with e-learning. However, in the second-ranking, the responses of parents disagree as much as 57.55%, so it can be concluded that the parents' perception of the Driver Factor is negative, which means that in MAN 1 Rokan Hilir it has not been effective in the application of e-learning.

In the satisfaction factor, the dominant respondent gives a neutral response to the statements that have been disseminated, namely as much as 65%, this means that the respondent is hesitant in this choice, because it is known that the level of satisfaction with the use of e-learning is very low while for the choice to agree only 2.5 this means Parents' perceptions of the satisfaction factor are negative.

Then on the Barrier factor, most of the respondents agreed with the statement on the driving factor, namely 42.5%, and 30% strongly agree, this means that parents as respondents in the study experienced Barrier factors contained in e-learning so that the learning process ran smoothly. effectively.

Based on the conclusion of the 3 indicators above, it can be concluded that the parents have a negative response or responses in the application of e-learning. This negative perception is supported by the number of responses or responses to neutral and disagreeing choices on the questionnaire.

Then the results of the questionnaire were also supported by the results of the interviews which stated that parents felt heavy about the application of e-learning starting from an internet connection that did not support and providing a quota, after which the parents stated that the quality of student learning also experienced a decrease because they did not understand the material that was not supported. has been submitted by the teacher. This is also because students are not familiar with e-learning so they do not feel that e-learning is the same obligation as face-to-face learning in school. Not only that, parental supervision of children during online learning is very low, this is due to the low understanding of parents towards technology. In addition, differences in parenting professions also result in differences in professions where some parents who work as teachers feel that e-learning can be applied while others are not ready for e-learning.

## CHAPTER V

### CONCLUSION AND SUGGESTION

#### 5.1 Conclusion

Based on the findings from the previous chapter, the research concludes as follows:

Most of the respondents gave a neutral response to the statement in the driver factor, which is 64%, this means that parents are still doubtful about this choice because they are not familiar with e-learning. But in the second rank, the responses of parents are in disagree as much as 57.55%, so it can be concluded that the neutral choice is more focused on the choice to disagree, that means based on the responses from the respondents, namely the parents of students that the driver factor does not help students in improving the quality of learning. Student at MAN 1 Rokan downstream.

In the satisfaction factor, the dominant respondent gave a neutral response to the statements that had been distributed, namely as much as 65%, this means that the respondent was doubtful in that choice, because it was known that the level of satisfaction with the use of e-learning was very low while for the choice to agree only 2.5%, so It can be concluded that the neutral choice is focused on the choice to disagree, so based on the results of e-learning responses do not help students in the teaching and learning process.

Then on the barrier factor most of the respondents agreed to the statement in the driver factor, namely 42.5% and strongly agree 30%, this means that

parents as respondents in the study experienced inhibiting factors contained in e-learning so that the learning process was in effective.

Based on the conclusions of the 3 indicators above, we can conclude that parents do not agree with the continuation of e-learning learning, because class XI students at MAN 1 Rokan Downstream are still very low in understanding technology to parents, so the role of parents in child supervision is in- learning is very low. Therefore they prefer to study at school as usual but still adhere to health protocols.

Then for the results of the conclusions from the interview parents gave the response that e-learning is a weight of student stress so that when students do assignments students feel depressed and do not understand the material that has been delivered by the teacher, besides that the bad internet connection factor also becomes an obstacle to the running of e-learning, this means that e-learning is less effective if it is used as a substitute for face-to-face learning. So it can be concluded that the parents of class XI students of MAN 1 Rokan downstream do not agree with the application of e-learning as a substitute for face-to-face learning considering the many barrier factors that become e-learning are not effective to implement.

## **5.2 Suggestion**

The researcher wants to provide several suggestions which are described as follows:

### **5.2.1 For parents**

English is one of the important subjects for students, researchers advise parents to pay more attention to students when online learning takes place because motivation and support from parents play an important role in the success of students in mastering the material and keep encouraging in everything.

### **5.2.2 For Students**

Based on the above findings, the researcher wants to advise students to pay more attention to the teacher when giving material or assignments through e-learning, then doing the assignment, not on the deadline day but doing at the beginning will help students in managing time and not feeling pressured. If you do not understand what the teacher said then look for it from other sources. This will be very helpful in expanding the material and adding good insights.

### **5.2.3 for teachers**

Researchers provide suggestions to teachers to pay more attention to what are the obstacles to students in e-learning so that when the teacher provides material it can be well received by students, such as unstable network connections, the teacher can look for applications that suit these circumstances.

### **5.2.4 for the next researcher**

Researchers hope that this research can be used as a reference and examine more sources regarding parents' perceptions of online learning and to better prepare themselves in the process of data collection and collection and everything else. So that research can be carried out better.

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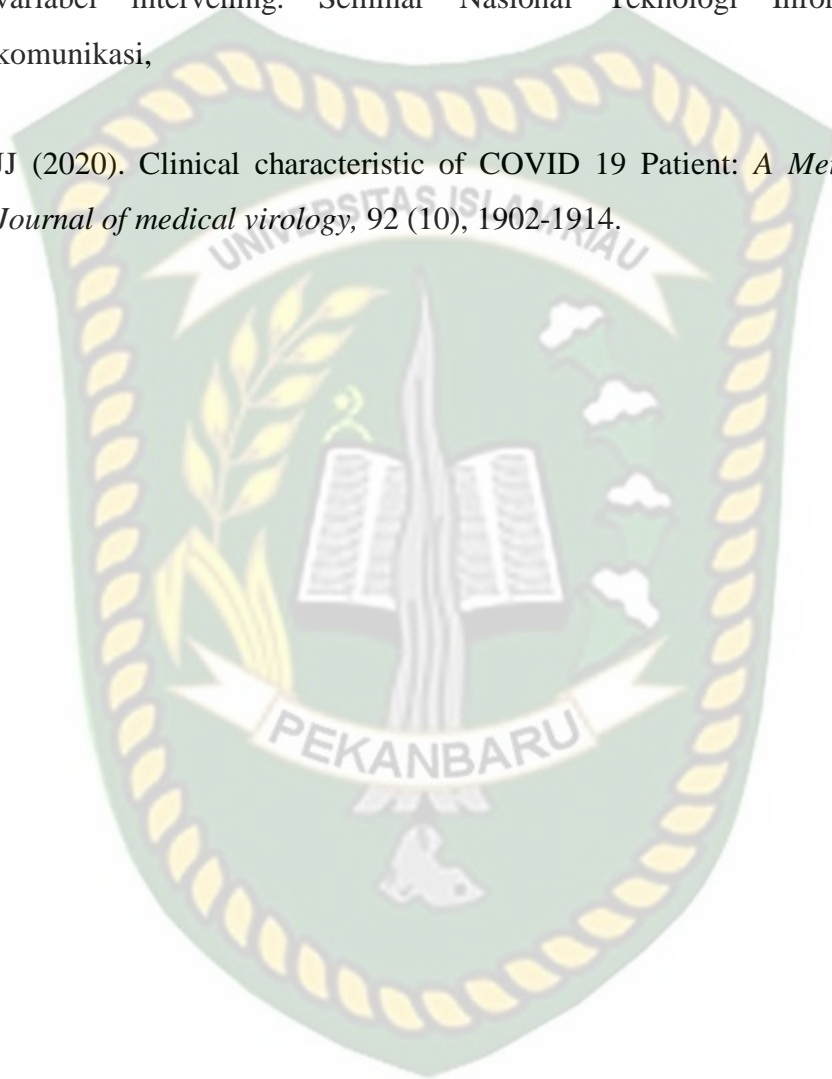
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