

Interpersonal Communication in Assisting Online-Based Learning at Elementary School: A case of Islamic Educational Subject

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Abstract

The policy of online-based learning was first introduced by the Ministry of Education and Culture (Kemendikbud) in March 2020. This policy was implemented for all levels of education and was an important step to ensure that students could continue their education, even in crisis situations. It also offered opportunities for innovation and improvement in education in the future. This research aimed to investigate the patterns of interpersonal communication between parents and their children during online learning. The study used a qualitative exploratory method, collecting primary and secondary data through observation and interviews. The study informants were parents of elementary school students in grades 1 and 2. The results showed that during online learning, parents always accompanied and taught their children to be open about their experiences and feelings. They supported their children by motivating and appreciating them, behaving positively to make them feel comfortable during the learning process, showing empathy by understanding their children's feelings during difficulties or boredom, creating a sense of togetherness by respecting and appreciating everything their children did. Interpersonal communication between parents and children became closer because they had more time together. However, parents also experienced communication barriers in accompanying their children's online learning, such as a lack of ability to convey or explain material and a lack of time to accompany their children's learning due to work.

Keywords: Interpersonal; Communication; Assisting; Online_Based; Learning

INTRODUCTION

Before the Covid-19 pandemic, the learning process was conducted face-to-face in school. The learning process in school is an effort to improve students' knowledge and skills. Most students consider school to be an enjoyable activity, as they can interact with each other. In school, they can improve their social skills and awareness of their classmates' social class. School as a whole is a place or medium of interaction between students and teachers to improve their skills and affection among them. However, now face-to-face schooling activities have stopped abruptly due to the disruption caused by Covid-19¹. Therefore, the government has provided a solution by implementing online schooling or home-based learning through distance education.

Learning activities from home were officially issued through the regulation of the Ministry of Education and Culture (Kemendikbud) which issued Circular Letter Number 15 of 2020 regarding Guidelines for Organizing Learning From Home During the Covid-19

¹ Ardiyansyah Ardiyansyah and Ayu Nurkhayati, "Peranan Komunikasi Partisipatif Opinion Leader Dalam Mendukung Percepatan Vaksinasi Covid-19," *Jurnal Ilmiah Universitas Batanghari Jambi* 23, no. 1 (2023): 831–38.

Emergency Period (kemdikbud.go.id, 2020) and². This policy forces teachers and students to continue working and learning from home with online or distance learning methods for all levels of elementary, junior high, senior high school and university students throughout Indonesia³.

The task of parents, especially mothers, has become more challenging after the government decided to implement a policy of online learning, meaning learning from home. Certainly, parents must accompany and supervise their children and follow the learning process at home by providing an understanding that they must continue to learn as usual.

Online learning has become an alternative that many educational institutions around the world must take. However, online learning also presents a number of challenges, such as a lack of interaction between students and teachers, as well as inadequate facilities to support learning⁴. Therefore, interpersonal communication between parents and children is crucial in accompanying the online learning process, especially for elementary school students who still require guidance and supervision.

The implementation of online learning has both advantages and disadvantages. The advantages are: 1) the development of a sense of responsibility and discipline in children through assignments given by teachers. 2) shorter learning time, so there is more time to relax the body and mind from studying, and even students can develop their talents and hobbies such as drawing, writing, reading, and so on. 3) the availability of online learning contributes to the advancement of education in Indonesia, although not yet significant. On the other hand, online learning is also considered less effective and still has various shortcomings such as inadequate learning facilities, lack of understanding of learning material, and lack of interaction between students and teachers⁵. Moreover, the policy of online learning not only affects teachers and students but also requires parental guidance in online learning, especially for elementary school students.

Online learning or e-learning is a part of distance education that specifically combines electronic technology and internet-based technology. E-learning is a system that facilitates students to learn more widely, extensively, and variably. Online learning is a learning system without direct face-to-face interaction between teachers and students but is done through online means using the internet network⁶.

In Indonesia, online learning has been implemented for almost three years, starting from March 2020 until now. The online learning system is a policy taken by the government to break

² INDRA ZOEL AGUSTIAN SINAGA, "KEBIJAKAN SURAT EDARAN (SE) NOMOR 15 TAHUN 2020 TENTANG PEDOMAN PELAKSANAAN BELAJAR DARI RUMAH SELAMA DARURAT COVID-19 Tugas Ujian Akhir Semester," n.d.

³ Maulidatus Syahrotin Naqqiyah and Luluk Fikri Zuhriyah, "'Whatsapp' Sebagai Media Pengembangan Relasi Antarpersonal Mahasiswa Baru UINSA Di Masa Pandemi," *Islamic Communication Journal* 6, no. 1 (2021): 49–58.

⁴ Zurqoni Zurqoni et al., "Online Learning at Islamic Elementary School amidst Pandemic: Implementation, Challenges, and Key Success Factors," *Southeast Asian Journal of Islamic Education* 5, no. 1 (2022): 1–18.

⁵ Mohammad Fahmi Nugraha et al., "Implementasi Media Video Pembelajaran Pendidikan Lingkungan Hidup Terintegrasi IPA Untuk Siswa Sekolah Dasar Pada Platform Youtube," *Naturalistic: Jurnal Kajian Dan Penelitian Pendidikan Dan Pembelajaran* 5, no. 2b (December 31, 2021): 934–41, <https://doi.org/10.35568/NATURALISTIC.V5I2B.1284>.

⁶ Mohammad Fahmi Nugraha and Budi Hendrawan, "MINAT BELAJAR MAHASISWA PGSD PADA MATA KULIAH KONSEP DASAR IPA (Penelitian Deskriptif Kualitatif Di Prodi PGSD Universitas Muhammadiyah Tasikmalaya)," *Naturalistic: Jurnal Kajian Dan Penelitian Pendidikan Dan Pembelajaran* 3, no. 2 (April 8, 2019): 315–19, <https://doi.org/10.35568/NATURALISTIC.V3I2.353>.

the chain of the virus. Online learning was chosen as a concept that supports the use of technology in the current era⁷. In this case, technology plays a very important role in facilitating interaction, communication, and presentation to ensure that the learning process runs well. Therefore, it is important to maximize the use of technology⁸.

To accompany the learning process, good interpersonal communication between parents and children is needed. Interpersonal communication is the exchange of information done in the simplest way possible. In interpersonal communication, efforts are made to ensure that communication goes well, so that the way messages are conveyed is in accordance with facts and objectives, so that people can understand, appreciate, and even result in changes in behavior, which means creating a positive effect⁹.

Interpersonal communication, or often called communication between individuals, is communication that occurs between two or more people that is usually not done formally. Interpersonal communication usually occurs face-to-face or through other media such as telephone. Interpersonal communication focuses more on the process of closeness and intimacy in communication, with the aim of making the message conveyed have an immediate effect. Therefore, in interpersonal communication, a psychological approach is taken first, building closeness and familiarity between each other.

The more an active person building relationships with others it will build an extensive interpersonal network and produce quality self-competence. This is what can bring success in many ways. Generally humans can adjust to the situation faced by learning the previous experience¹⁰.

De Vito as cited by¹¹ states that interpersonal communication is a message sent by one person to another with a direct effect. Interpersonal communication is a communication that occurs between two people who have a clear relationship, such as communication between a mother and child, doctor and patient, and others. Furthermore, Liliweri also cites Barnlund's opinion that interpersonal communication is communication that is always associated with meetings between two, three or perhaps four people that occur spontaneously and are unstructured¹².

Communication is the transmission and reception of messages or news between two or more people so that the intended message can be understood. Communication is also the process of transferring understanding in the form of ideas or information from one person to another. According to Onong Uchjana in¹³, communication is the process of conveying thoughts or feelings from one person (the communicator) to another (the communicant). These thoughts can be in the form of ideas, information, opinions, and others that arise from their minds. Feelings can be in the form of beliefs, certainty, doubt, worry, anger, courage, and so on.

Parents are the closest environment to raise and mature a child. They play a crucial role in the development and education of children, and are the strongest environment in this regard.

⁷ Nilnan Ni'mah, Alifa Nur Fitri, and Fitri Fitri, "Tingkat Pengetahuan Literasi Media Pada Mahasantri Di Pondok Pesantren Fadhlul Fadhlun Semarang," *Islamic Communication Journal* 7, no. 1 (2022): 19–34.

⁸ Nugraha et al., "Implementasi Media Video Pembelajaran Pendidikan Lingkungan Hidup Terintegrasi IPA Untuk Siswa Sekolah Dasar Pada Platform Youtube."

⁹ Ulin Nihaya, "Peran Komunikasi Interpersonal Untuk Mewujudkan Kesehatan Mental Bagi Konseli," *Islamic Communication Journal* 1, no. 1 (2016).

¹⁰ Rustini Wulandari and Amelia Rahmi, "Relasi Interpersonal Dalam Psikologi Komunikasi," *Islamic Communication Journal* 3, no. 1 (2018): 56–73.

¹¹ Alo Liliweri, "Komunikasi Antarpersonal, Cetakan Ke 1," *Jakarta: Kencana Prenada*, 2015.

¹² Hanani Silfia, "Komunikasi Antarpribadi: Teori Dan Praktik" (Ar-Ruzz media, 2017).

¹³ Onong Uchjana Effendy, *Ilmu Komunikasi Teorik Dan Praktek* (Remaja Rosdakarya, 2022).

Parents are the most responsible for developing the overall existence of their children, including their physical and psychological needs, so that the children can grow and develop towards a harmonious personality¹⁴.

Effective interpersonal communication is said to occur when the message is received and understood as intended by the sender, there is voluntary reciprocal action taken by the message receiver, and it can improve the quality of interpersonal relationships without any barriers¹⁵. Effective communication is an important and complex matter for all parties involved, including in the relationship between parents and children. It is crucial for parents to establish open and effective communication with their children in order to build a strong relationship.

One of the primary schools in rural areas that implements online learning is SDN 224 Suko Awin Jaya, located in Suko Awin Jaya village, Sekernan District, Muaro Jambi Regency. This school was established in 2001 and currently has 332 students, consisting of 175 male students and 157 female students. SDN 224 Suko Awin Jaya has 12 teachers led by Amir Hamzah, S.Pd.

The online learning process implemented is based on the circular letter issued by the Head of the Education Office of Muaro Jambi Regency, which was given to early childhood education, kindergarten, elementary, and junior high schools in the region regarding the implementation of long-distance learning processes such as online, offline, or mixed learning. Due to the difficulty of internet access and the lack of learning facilities at home, the online learning system implemented by SDN 224 Suko Awin Jaya is by distributing weekly assignments based on the pages of the textbook provided. The distribution and collection of assignments are carried out in various ways such as through WhatsApp, visiting the homeroom teacher's house, and coming to school every weekend, such as on Saturday, while implementing health protocols such as wearing masks, keeping a distance, and washing hands. With this learning system, good interpersonal communication between parents and children is crucial to ensure that learning at home can be implemented well.

Due to the difficulty of internet access and the lack of learning facilities at home, the online learning system implemented by SDN 224 Suko Awin Jaya is by distributing weekly assignments based on the pages in the provided textbook. The distribution and collection of assignments are carried out in various ways, such as through WhatsApp, visiting the homeroom teacher's house, and coming to school every weekend, such as on Saturday, while applying health protocols by wearing masks, maintaining distance, and washing hands. With this learning system, good interpersonal communication between parents and children is crucial so that learning at home can be implemented properly.

Based on the preliminary research conducted at SDN 224 Suko Awin Jaya, various types of parental attitudes were found in supporting their children during online learning from home, which has been implemented since March 2020. There are parents who actively ask/communicate about their child's assignments, busy working parents, and even parents who are indifferent and only help their children with their assignments. During the online learning system, there are students whose academic achievements have decreased and there are also students whose academic achievements have improved. (2nd grade teacher, January 30th, 2020).

¹⁴ Fabianus Fensi, "Membangun Komunikasi Interpersonal Orang Tua Dengan Anak Dalam Keluarga," *Jurnal Pengabdian Dan Kewirausahaan* 1, no. 1 (2018).

¹⁵ Reza Praditya Yudha, "Media Baru Digital Sebagai Peretas Konteks Komunikasi Antar Pribadi Dan Kelompok," *Islamic Communication Journal* 3, no. 2 (2018): 180–92.

This is what motivated the researcher to examine how parental interpersonal communication towards their children in supporting online learning at SDN 224 Suko Awin Jaya, which the author documented in a paper titled Interpersonal Communication and Communication Barriers of Parents in Online-Based Learning for Students in Grades 1-2 at SDN 224 Suko Awin Jaya. Based on the above research questions, the objectives of this study are to determine and analyze the parental interpersonal communication in supporting online learning and to identify and analyze the communication barriers experienced by parents in supporting online learning.

METHODS

The type of research is qualitative research with an exploratory analysis level. According to Morissan¹⁶, exploratory research is an initial research that aims to obtain an overview of a research topic to be further investigated. The exploratory research method aims to map an object in a relatively in-depth manner.

According to Bogdan and Taylor¹⁷, qualitative research produces descriptive data, in the form of written or spoken words from people and observed behavior. This research is naturalistic in nature, where the researcher aims to describe and summarize various existing conditions, situations, and circumstance. A qualitative approach to research related to subjective assessment of attitudes, opinions, and behaviors. Research in such situations is a function of the researcher's insights and impressions¹⁸.

The location of this research was conducted in Suko Awin Jaya Village, Sekernan District, Muaro Jambi Regency. The research subjects are parents and students of grades 1-2 in SDN 224 Suko Awin Jaya. Meanwhile, the object of the research is how parental interpersonal communication in accompanying children to participate in online learning at home. Informants in qualitative research use purposive sampling technique, which is a deliberate determination of informants based on certain criteria or considerations. In this study, the selection of informants is based on the following criteria; Parents and students who attend SDN 224 Suko Awin Jaya, Students in grades 1-2, Parents who are active/diligent during online learning.

The researcher added teachers or homeroom teachers of grades 1 and 2 at SDN 224 Suko Awin Jaya as supporting informants in this study. Based on the criteria above, the number of informants in the study amounted to 8 people, consisting of 2 teachers/homeroom teachers and 6 parents along with their children.

Primary data was collected through direct observation, while secondary data was collected through observation and interviews with relevant parties in this research. The validity of the data used is the triangulation technique, which is a data examination technique that utilizes something outside the data for checking purposes or as a comparison to the data. The triangulation technique used in this research is the source, which is by comparing and cross-checking the results of interviews, observations, and documentation to ensure they are consistent, non-contradictory, and show the same meaning and significance.

RESULTS AND DISCUSSION

Based on the research results, the interpersonal communication model of Osgood and

¹⁶ Morissan Morissan, "Riset Kualitatif" (Kencana, 2019).

¹⁷ Mardawani Mardawani, "Praktis Penelitian Kualitatif Teori Dasar Dan Analisis Data Dalam Perspektif Kualitatif," Yogyakarta: Deepublish, 2020.

¹⁸ Lexy J Moleong, *Metodologi Penelitian Kualitatif* (PT Remaja Rosdakarya, 2021).

Schramm's Circular Model applied by parents in accompanying their children can be seen through mutual respect, where during online learning, parents can act as senders when inviting their children to learn/explaining material to them, and at other times parents can act as receivers when listening to messages conveyed by their children. The messages conveyed by the children are feedback from the messages conveyed by the parents. For example, when parents communicate by inviting their children to learn, the children will provide feedback/responses in the form of saying yes or no, or even giving their opinions on when they will study.

1. The Interpersonal Communication Relationship between Parents and Children.

The interpersonal communication between parents and children is very important for the success of supporting children's learning at home. Communication between parents and children is necessary to bring parents closer to their children and to shape positive character in children.

Based on the results of interviews with the 6 informants, they stated that their communication with their children during online learning is quite good. As stated by one of the informants, Ms. Linda on January 29, 2021 at 2:44 PM. The following is a statement from the informant:

"My communication with my child is good, we often communicate. Because my child in grade 1 is still chatty and likes to ask questions. My relationship with my child is close, but I always teach them to be polite to their parents. During study time, Rani can be stubborn, so I have to get angry first when asked to study. It's like being in grade 1, where they still prioritize playing, so if they are not asked to study, they won't study." (interview, January 29, 2021 at 2:44 PM).

However, there are also cases where the communication between parents and their children is not smooth due to the mother working as an employee in a company, where the informant only has time to accompany their child's learning in the evening. The informant always tries to accompany their child's learning, but only at night.

2. Open Communication between Mother and Child during Online Learning

Openness between parents and children is done to produce good communication between mother and child while accompanying online learning at home. Communication between parents and children will run well if there is open communication between each other about things that happen in the learning process.

Based on the results of interviews with 6 informants, they stated that the communication process they did in accompanying their children's learning at home was applied openly between each other, such as when accompanying their children to do their tasks, the informant always asks if the child can follow and understand what the mother explains. The informant also always tells her child to be open and ask her parents about assignments and so on. As expressed by one informant, Mrs. Patima, the mother of Lana on January 31, 2021, at 2:15 PM.

"When there's homework, I never write it down, she always does it herself but if there's something she doesn't understand, she'll ask me 'Mom, how do I do this? Is it correct?'. She's open with me and not afraid to ask. I always tell my daughter, 'If there's something you don't understand, ask me. Mom won't get angry, I'll explain it to you so that when the teacher asks, you'll know'. With that, my child becomes more open." (interview, January 31, 2021)

The informant's answer is confirmed by her child's answer, "If I don't know how to do

my homework, my mother teaches me”.

3. Supporting Attitude towards Mother during Online Learning

Effective interpersonal relationship between parents and children is a relationship that involves a supporting attitude. In this study, the supporting attitude was demonstrated by parents in assisting their children with online learning at home during the Covid-19 pandemic. Based on the results of the researcher's interviews with the six informants, it was found that parents always provide support to their children while assisting them with learning at home. This support includes motivational advice, assisting the children with their studies, and providing attention to the children, so that they are willing to learn and complete the tasks given by their teachers. As expressed by informant number five, Patima, during the interview on January 31st, 2021 at 2:15 PM.

"In studying, I also support my child every day. Usually, I always say, "Lana, you've already achieved rank 1, so you must study diligently. If you don't study hard, someone else will take your rank, do you want that? Lana's friends are also studying hard. So, Lana must maintain her rank by studying." (interview on January 31st, 2021)."

Parents always support their children by encouraging them to study every day, whether in the morning or at night, especially for working mothers who want to make sure their children don't play too much. In addition, parents also provide support in their children's studies by giving them a reward to motivate them to study and complete their tasks.

4. Positive Behavior Between Parents and Children During Online Learning

Positive behavior can be demonstrated by the positive feelings or attitudes that parents show towards their children when accompanying them in learning at home, which will have a positive impact on the child¹⁹. In this study, positive behavior is given by parents to their children so that the child feels happy and comfortable when learning at home, even willing to tell problems or difficulties to their parents, because of the comfortable feeling that the parents provide.

Based on the results of interviews with six informants, it was stated that in supporting their children's learning at home, they always try to maintain a positive attitude towards their children, especially when explaining material or tasks that are being worked on. Parents always try to adjust to their children's conditions and provide the best possible explanations to their children. This is done to provide comfort and attention to their children. However, parents sometimes doubt their children, whether they can follow the lessons well and whether they understand the explanations given.

5. Empathy/ Appreciation between Parents and Children

Having empathy means that a person can emotionally and intellectually understand what others are feeling and experiencing. Empathy is a feeling that parents have in order to be able to sense what their children are feeling during the online learning process at home. Based on the results of interviews with six informants, it is stated that every parent always has empathy and understands their child when accompanying them in online

¹⁹ D I Ansusa Putra, Ardiyansyah Ardiyansyah, and Mekki Klaina, "Promoting the Spirit of Nationalism through Quran-Hadis Lectures: A Case of Gus Miftah's Da'wah Model," *Islamic Communication Journal* 8, no. 1 (2023): 1–20.

learning during this pandemic so that the child does not feel stressed while learning. As stated by mother Indah during the interview on January 30, 2021 at 2:05 pm.

"I always try to understand my child so that we know his/her condition. When he/she is tired or bored of studying, I don't force him/her. It's better to rest first and continue later." (interview on January 30, 2021)

6. Similarity or Mutual Respect

The similarity that exists within a family will create a harmonious and caring environment for each other. This will lead to good and effective communication within the family. In this study, similarity represents the attitude of mutual respect during the process of assisting children with their learning at home. Based on the results of the interviews with the six informants, it was found that they always respect what their children are doing and teach them to respect their parents when explaining the task material that will be given to them. As expressed by informant number one and informant number three during the researcher's interview. Here is a statement from Linda, during the interview on January 29th, 2021 at 2:44 PM.

"If there is mutual respect, like respecting his/her own drawing when there's a drawing assignment, or when I'm speaking or explaining something and he/she listens, the same goes when he/she is speaking or asking for something, I listen".

7. Being Confident

In this study, being confident is a attitude of self-belief of both parents and children, not only in supporting children's online learning at home, but also instilling confidence in the children. Based on the interviews with 6 informants, it was stated that they always try to show confidence in accompanying or explaining their children's schoolwork, as expressed by informant number 4, Ms. Trisna Tambunan, in the interview conducted on January 30, 2021 at 3:37 pm.

"If we talk about confidence, how should I put it, I teach based on what I know and in accompanying my child in second grade, I can still explain the material well, so I guess you could say that I am confident." (interview on January 30, 2021)

8. Barriers to Interpersonal Communication Between Parents in Assisting Children's Learning.

Based on the results of the researcher's interviews with 6 informants, several obstacles or challenges faced by parents in assisting their children in online learning at home, as follows:

a. Lack of Parental Understanding in Delivering or Explaining a Subject Matter to Their Child

Based on the results of the researcher's interview with the 6 informants, it was found that 4 of them had difficulties in conveying or explaining things to their children. The parents had difficulty explaining a written text or conversation in the textbook to their child who was in grade 1, where their child was not yet fluent in reading. As stated by informant number 2, Ita Merdeka, during the interview on January 30th, 2021 at 10:30 AM.

"The difficulty is in explaining to the child. The language to explain to the child. My child is still not fluent in reading for grade 1, so I find it difficult to explain and help him when he reads the text, conversation, or questions in the book. He also often doesn't understand my explanations." (January 30, 2021)

Similarly, for a child in second grade, they also have difficulty in understanding story problems, analyzing and responding to a text. Therefore, parents must really explain and give examples repeatedly. As expressed by informant number four, Trisna Tambunan, in an interview on January 30th, 2021 at 3:37 PM.

"To be honest, it's not too difficult. But the problem is that he has difficulty understanding the questions, especially when it comes to story problems, analyzing or responding to a text. He has trouble grasping the meaning of the questions. So I have to explain it to him again and give examples from his daily life so that he understands. Sometimes, I find it difficult and confusing to explain it to him because I have to repeat it over and over again." (interview on January 30, 2021)

b. Lack of time to accompany children in learning.

Based on the results of the researcher's interviews with 6 informants, it was found that 2 informants faced the obstacle of lack of time to accompany their children's learning. This obstacle was due to the informants' other activities, namely working in a palm oil company, so they did not have much time to accompany their children's learning during the remote learning process from home. As expressed by informant 3 and 6.

Here is the statement of informant 3, Mrs. Indah, as expressed in the interview on January 30, 2021 at 2:05 PM:

"There are some difficulties, because our basic knowledge is not that of a teacher, so sometimes we don't understand the terms used in our child's lessons. Besides, sometimes I have difficulty in allocating the right amount of time for my child. Because I work, I go to work in the morning for one week, and in the afternoon for the next week." (interview on January 30, 2021 at 2:05 PM)

CONCLUSION

Based on the results of the research, the following conclusions can be drawn:

1. Based on the conducted research, it can be concluded that the interpersonal communication between parents in supporting online learning for their children is good. During the process of online learning, parents always teach their children to be open about their experiences and feelings, provide support by motivating and appreciating their children, exhibit positive behavior to make their children feel comfortable during the learning process, show empathy by understanding their children's feelings, whether they face difficulties or boredom, and create a sense of togetherness by respecting each other and appreciating their children's efforts. In addition, parents are always confident in conveying messages or explaining materials to their children, so that their children feel assured and confident during the online learning process. Mothers who do not work have more time to control interactions while accompanying their children, whereas two working informants have less time to support their children during online learning, which can cause them to become impatient and emotional while helping their children with their studies. The interpersonal communication between parents and children becomes closer because

- they spend more time together.
2. During the online learning process, two difficulties in assisting children were found, namely the lack of ability of parents to convey or explain a material to their children, which was felt by two informants. The informants sometimes have difficulties explaining to their children who are in the first grade. In addition, two other informants also have difficulty due to the lack of time to accompany their children's learning, as they work to support the family's economy.

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